

	JOB DESCRIPTION		
	Position Title: Program: Service: Accountable to:	CASE MANAGER Child Welfare Protection Service Protection Service Manager	
Issued By: Date Issued:		Date Revised: Classification:	August 2012

PURPOSE AND SUMMARY

Under the direction of the Protection Service Manager, the Case Manager is responsible for providing the protection of children by performing duties of Intake, Protection, Child Care and Emergency After Hours as required, in accordance with provisions of the Child and Family Services Act, Ministry Regulations and Standards, Abuse Protocols, Risk Assessment Tool and Dilico Anishinabek Family Care policies and procedures.

DUTIES AND RESPONSIBILITIES

1. Intake Responsibilities

Under the direction of the Protection Service Manager, the Case Manager is responsible for:

- a. receiving and reviewing referrals and requests for service to determine eligibility and jurisdiction; interviewing sources of service referrals/requests to obtain and record detailed intake information; assessing nature of referral/request and identifying immediacy of intervention required; referring non Child Welfare related matters to other resources or agencies, as appropriate;
- b. gathering thorough information and conducting an assessment of the immediate safety of the children at the point of first contact; intervening in crisis situations and initiating immediate protection action, as required, which may include movement of children at risk to a place of safety as mandated by the Child and Family Services Act;
- c. conducting case investigations including reviewing other CAS and Dilico historical family files, coordinating and conducting forensic interviews, visiting client homes, and interviewing clients, family

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- members and appropriate additional information sources such as school personnel, police and neighbours; assessing risk to children based on case investigation; developing service plans;
- d. providing crisis intervention support and short term counselling services for clients; informing clients of Dilico of other community resource services available and supporting the empowerment of clients during the development of service plans, goals and agreements;
 - e. initiating and facilitating the referral of clients to Dilico services and external community service organizations consistent with the proposed service plan; coordinating service requirements and advocating on behalf of clients to ensure the receipt of appropriate and timely services; participating in consultations and case conferences with the client and service providers;
 - f. determining the need for and recommending admission of children to care as required; coordinating and facilitating admissions by advising the Alternative Care Service of all relevant case information, preparing required documents, addressing separation issues, and providing support to the child and family in the admission process; providing information and consultation to other relevant Workers and/or alternative care parents regarding case information and the specific needs of children who are being transferred into Dilico's care; managing child care files as required;
 - g. completing requirements for court hearings including preparing evidence materials, advising family members regarding court procedures, reviewing case information with lawyers, and arranging for, or notifying, witnesses; appearing as a witness in court;
 - h. ensuring the Protection Service Manager is consulted and updated at appropriate points as required;
 - i. preparing and ensuring accurate, thorough and timely recording of case information including case notes, modules, reports, family case histories, correspondence, and legal forms, as required by the Child and Family Services Act and Dilico policy; compiling and completing case file documents for transfer of the case or to close the case;
 - j. providing information and advisory services to clients and members of the community regarding the provisions and requirements of the Child and Family Services Act and Services/Programs of Dilico.

2. Protection Service Responsibilities

Under the direction of the Protection Service Manager, the Case Manager is responsible for:

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- a. initiating a relationship with the child and the family to facilitate an accurate and thorough assessment of the protection issues and client needs, to inform the service plan and to effectively respond to problems and reduce the potential for risk to the child(ren);
- b. implementing the service plan with the child and family including appropriate management of the therapeutic relationship, providing counselling or referring to counseling services for the child and the family and conducting an ongoing assessment of any child protection issues and the level of risk to children in the home;
- c. maximizing the participation of other internal and external service providers as appropriate in the development and review of the service plan through facilitating referrals, coordinating among collateral service providers, and advocating to ensure the receipt of appropriate and timely services; leading and participating in consultations and case conferences with the client and service providers;
- d. conducting child protection investigations including reviewing any relevant child protection records, coordinating and conducting forensic interviews, conducting investigative interviews of children, caregivers, other family members and appropriate additional information sources such as school personnel, police and neighbours;
- e. gathering thorough information and conducting an assessment of the immediate safety of the children at the point of first contact; intervening in crisis situations and initiating a range of immediate protective action, as required, which may include movement of children at risk to a place of safety as mandated by the Child and Family Services Act;
- f. coordinating requirements for court hearings including preparing evidentiary materials; informing family members regarding court procedures, reviewing case information with lawyers, and arranging for, or notifying, witnesses; appearing as a witness in Child Welfare, Criminal and Youth Justice Courts to give evidence in support of the agency's recommendation and acting as a support and advocate for the child and family;
- g. determining the need for and recommending admission of children to care as required; coordinating and facilitating admissions by advising the Alternative Care Service of all relevant case information, preparing required documents, addressing separation issues, and providing support to the child and family in the admission process; providing information and consultation to other relevant Workers and/or alternative care parents regarding case information and the specific needs of children who are being transferred into Dilico's care; managing child care files as required;

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- h. ensuring the Protection Service Manager is consulted and updated at appropriate points as required;
- i. preparing accurate, thorough and timely recording of case information including case notes, modules, reports, family case histories, correspondence and legal forms, as required by the Child and Family Services Act and Dilico policy.

3. Child Care Responsibilities

Under the direction of the Protection Service Manager, the Case Manager is responsible for:

- a. conducting an assessment of physical, mental, emotional, spiritual and social needs of each child in the society's care for whom the Worker is responsible, and establishing/developing a trust relationship in order to support and facilitate the child's growth and development while in care;
- b. developing and implementing appropriate short and long term plans of care for the child based on the results of the needs assessment; providing information, advice and support to the child and the family regarding the plan of care; discussing specific care plan requirements with alternative care parents, placement resource staff, and other professional support service providers, as appropriate; conducting an ongoing assessment of the child's needs while in care and revising the plan of care for the child as required;
- c. providing informal counselling to the child and initiating/coordinating support linkages for the child with internal and external resources including schools and medical facilities; acting as a support to the child during the conducting of any investigation;
- d. coordinating service requirements and advocating on behalf of the child to ensure the receipt of appropriate and timely services; leading and participating in consultations and case conferences with service providers to discuss care plans and service needs of the child;
- e. facilitating ongoing contact with the child and his/her natural family to ensure that the child's ties to the family are maintained and strengthened while the child is in care; providing counselling and support to the child and the family during access visits;
- f. providing support to the child and intervening on his/her behalf in crisis situations; facilitating the resolution of the crisis and developing plans in consultation with the child and service providers to reduce the likelihood of the crisis being repeated;
- g. appearing as a witness in Child Welfare, Criminal and Youth Justice

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- Courts to give evidence and to act as a support and advocate for the child;
- h. liaising with the Alternative Care and/or the Adoption Service to participate in placement or replacement decisions in order to ensure effective consideration of the child's specific needs;
 - i. ensuring the protection worker and Protection Service Manager are consulted and updated at appropriate points as required;
 - j. preparing and ensuring accurate, thorough and timely recording of case information including case notes, social histories, recordings, reports, correspondence, and legal forms, as required by the Child and Family Services Act and Dilico policy; ensuring the preparation of a Life Book for each child as appropriate; compiling and completing case file documents for returning the child home, transferring the child, or in preparation for an alternate placement;
 - k. providing information and advisory services to clients and members of the community regarding the provisions and requirements of the Child and Family Services Act and Services/Programs of Dilico; participating in society and public communication and education activities.

4. Support Prevention and Family Support Responsibilities

Under the direction of the Protection Service Manager, the Case Manager is responsible for:

- a. acting as a resource to the First Nation Family Support Worker in the performance of their duties and responsibilities, i.e., responding, assessing, planning, implementing, evaluating, documenting;
- b. participating in the Family Support Worker's activities as a resource person - recommending, assisting, and acting as required/requested;
- c. personally and professionally becoming familiar with assigned Councils and communities by regular, frequent visits and direct involvement;
- d. coordinating and/or participating in the provision of an immediate response to individuals, families and/or communities experiencing a crisis, e.g., death of a parent, etc.

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5. Other Responsibilities

- a. provides direction to Prime Workers that is consistent, appropriate and adequate in the performance of their duties and responsibilities, i.e., responding, assessing, planning, implementing, evaluating, documenting.

6. Organizational Responsibilities

As a representative of Dilico, the Employee is responsible for:

- a. reflecting and interpreting the Agency Vision, Mission and Core Values in his/her own work with enthusiasm and commitment;
- b. acting in accordance with relevant legislation and Agency Policies, Standards and Procedures;
- c. proposing changes within Dilico that would improve the quality of service to Anishinabek children, families and communities;
- d. developing and maintaining respectful, cooperative working relationships to contribute to the integrated, seamless delivery of services to Anishinabek children, families and communities;
- e. understanding his/her role and responsibility in maintaining a safe workplace and reducing workplace injuries;
- f. applying Anishinabek culture, values, traditions and teachings into programming where possible;
- g. ensuring accuracy, confidentiality and safekeeping of agency records;
- h. participating constructively in the supervision process with the immediate Manager.

QUALIFICATIONS

1. Education

A minimum post-secondary Diploma is required. A four-year HBSW is preferred.

2. Work Experience

- a) a minimum two years' experience with Anishinabek children, youth, individuals and families;
- b) preferably Child Welfare experience.
- c) Candidates without the specific education qualifications and where the position does not require certified qualification to practice, but who possess

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an appropriate combination of experience and other academic qualifications will also be considered.

3. Skills/Abilities

- a. knowledge of theories of human behavior and ability to apply in assessment and planning;
- b. knowledge of risk assessments; counselling skills, child abuse standards, child welfare legislation and regulations;
- c. ability to work as an integral member of a team and work with little or no supervision as may be required;
- d. ability to follow direction and work effectively under pressure;
- e. good planning, organization, problem-solving, decision-making and liaison skills;
- f. ability to collaborate with other resource persons and facilitate planning and action;
- g. good interpersonal, written and oral communication skills;
- h. ability to maintain confidentiality;
- i. ability to work within the policies, standards, procedures and the vision, mission and core values of Dilico Anishinabek Family Care;
- j. good knowledge of the Anishinabek culture and issues affecting Anishinabek children, families and communities in and around the district of Thunder Bay;
- k. ability to understand and/or speak an Anishinabek language would be considered an asset.

CONDITIONS OF EMPLOYMENT

- a. satisfactory Criminal Records Search;
- b. required to work flexible hours, travel regularly and to act on an “on-call” basis as determined by the respective Service Manager in relation to service requirements;
- c. must possess a Class “G” Driver’s Licence, possess a clean driving record and have access to a personal vehicle which will pass a safety inspection.

NOTE: This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.