



# CHILDREN'S WELLNESS WORKER

## Job Description

### **SUPERVISION:**

Under the direction of the Executive Director / Director of Operations, the Children's Wellness Worker is responsible for the effective and efficient delivery and administration of the Children's Wellness Program in accordance with all relevant policies and procedures.

### **JOB SUMMARY:**

The Children's Wellness Worker is responsible for developing and implementing programs and services that target at-risk/high risk children and youth (ages 7-15) and their families, through provision of community-based activities and services that are culturally appropriate and complement existing services. Programming may include: prevention education, health promotion, peer helping, early intervention, aftercare, and therapeutic interventions such as healing circles and counselling, as well as intake, screening, assessment and case management.

### **QUALIFICATIONS:**

1. Preferred Honours Bachelor of Social Work Degree and / or equivalent work experience with certification to counsel individuals.
2. Knowledge of Indigenous Healing and Wellness Strategy, pertinent legislation and policies including the Ontario Mental Health Act, the Child and Family Service Act, the Adoption Act, the Young Offender's Act including knowledge of family violence.
3. Knowledge of Indigenous culture and experience working with Indigenous persons; understanding of the northern cultural environment; knowledge of an Indigenous language(s) will be considered an asset.
4. Knowledge of relevant legislation, policies and procedures to ensure that children are supervised and safe at all times.
5. Ability to engage people to build trust and rapport; effective verbal and listening communication skills.
6. Proficiency in Microsoft Office including database applications.
7. Excellent case and file management skills, stress management and time management skills, ability to meet deadlines.
8. Strong written and oral communication skills.
9. Group facilitation, team building and decision-making skills; ability to problem solve and take initiative.
10. Effective crisis intervention skills; ability to provide individual / family counselling.
11. Ability to plan, coordinate and deliver educational and prevention workshops.
12. Self-motivated individual with the ability to work with minimal supervision in a team-oriented setting.
13. Ability to work flexible hours, including evenings and/or weekends.
14. Valid First Aid / CPR Certificate and Safe Food Handling certification is an asset.
15. A clear criminal reference check (CPIC) and Vulnerable Sector Clearance is a condition of employment.
16. Must have a valid Ontario driver's license and reliable transportation.

**CORE COMPETENCIES**

- **Inter-Cultural Competency Informed** – Able to incorporate a personal responsibility to increase sensitivity, awareness and implementation of TBIFC's cultural teachings and organizational practices in both professional conduct and work related deliverables. Ideally carries traditional knowledge and understands the history of Indigenous people and is considered to be of Good Mind.
- **Trauma-Based Practice Informed** – Able to incorporate a trauma-informed approach to recognize and respond to all forms of trauma and the necessity of supporting Indigenous people in a culture of tradition and safety in their healing journey.
- **Indigenous Gender-Based Analysis Informed** – Able to incorporate an intersectional approach to gender, race and discrimination, and aware of subsequent intergenerational impacts affecting Indigenous women and their families.

**JOB RESPONSIBILITIES:**

The Children's Wellness Worker shall have responsibility for the following:

1. **Case and File Management:**

- Maintain up-to-date client files that track and evaluate participation and progress in the program.
- Be knowledgeable of and work with community agencies and referral sources who will be in a position to assist clients in meeting immediate and long term goals.
- Identify individuals and/or families in need of healing and wellness services.
- Provide one-on-one supports, including counselling, peer and/or group support with children and youth.
- Initiate and participate in case conferences as necessary to ensure children and youth needs are met.
- Provide referrals and advocacy services to individuals experiencing mental health issues such as depression, suicidal ideation, anxiety, eating disorders, etc.
- Provide emergency services to violent family situations including support and follow-up.
- Undertake to intervene in crisis situations.
- Advocate on behalf of clients and provides ongoing liaison services and follow-up to ensure individual needs are being met.
- Schedule visits with clients and follows through with case management.
- Develop annual service plans.
- Work with Friendship Centre programs to promote a coordinated client service approach to ensure client needs are addressed.
- Liaise with client families and significant others as appropriate.

2. **Participant-Based Service Delivery:**

- Provide participant-based activities that include public education / awareness campaigns, workshops, presentations, events that address issues of concern to teens ie. Healthy

relationships, smoking, drug and alcohol abuse, gang violence, etc.

- Support the development of healing circles, peer support groups and self-help processes to assist in community healing.
- Provide therapeutic group services such as a children's circle that will enable children to identify feelings, build trust, safety plan, and understand the definitions of abuse.
- Provide family support by engaging families in activities that build trust, self-esteem and develops communication skills.
- Provide structured recreation activities and promote as an alternative to drug and alcohol use or unlawful conduct.
- Increase awareness of specific mental health issues, risks or concerns in the community.
- Promote positive changes in values, attitudes and behaviours.
- Facilitate the involvement of Elders and traditional people, who have undergone their own healing and wellness journey, into the Children's Wellness Program.

### **3. Program Delivery:**

- Maintain documentation, records, and systems that are essential components of good project management that demonstrates services are being delivered.
- Plan agendas, secure necessary resources, organize and deliver individual and group activities.
- Prepare and provide nutritious meals and snacks as a component of the program.
- Arrange for transportation to programming as required.
- Prepare for traditional items and medicines needed in preparation for clients.
- Identify gaps and needs to deliver educational workshops and presentations.
- Work collaboratively with the TBIFC Children and Youth programs to actively participate in program planning, delivery and development.
- Promote inter-generational activities and joint programming.
- Participate in meetings with organizations related to program delivery.
- Evaluate program activities by developing and utilizing participant evaluation forms and/or any other evaluation tools or methods deemed necessary.
- Work within a specific budget and deliver programming accordingly.
- Work with other Friendship Centre programs to promote a coordinated approach to addressing family violence, positive mental health, healthy lifestyles, etc.

### **4. Program Administration:**

- Submit written reports to the Executive Director / Director of Operations outlining programming activities, committee work, Friendship Centre activities, and other reports as required.
- Develop and maintain current, accurate and confidential participant files that reflect assessment, services and outcomes.
- Compile and submit statistical data using designation database systems.
- Accurately record statistical information as required and as it changes.
- Maintain comprehensive and up-to-date client files and systems that are essential components of good program management, which demonstrate the program is being delivered according to proposed work mandate and work plan.

- Respond to correspondence and information requests as required.
- Attend TBIFC Annual General Meeting.
- Complete internal administrative tasks i.e. time sheets, mileage logs, personal expense reports, etc.
- Participate in case audits, compliance audits, program evaluations and any other specially designed processes that may be undertaken to assess the effectiveness of the Children's Wellness Program.

**5. Children and Youth Programs:**

- Support the Children and Youth Programs, including the Family Support, Akwe:go, Wasa Nabin, Youth Life Promotions, and Community Support Programs, by: communicating regularly with the program staff, providing and receiving referrals, and conducting follow up activities in collaboration with the program staff.
- Promote the Children and Youth Programs to community members, Friendship Centre staff, and service providers.
- Attend and participate in Children and Youth Program team meetings.

**6. Community Development & Outreach:**

- Attend, participate, and/or facilitate relevant meetings, conferences or workshops as a representative of TBIFC.
- Promote the program and services of the Children's Wellness Program and/or other TBIFC programs.
- Respond to general enquiries the Children's Wellness Program's purpose, processes and procedures and/or any other information being requested.
- Research appropriate agencies for relevant referrals, resources and available community programs.
- Network and liaise with other TBIFC programs, community agencies, funding sources, etc.
- Organize and/or participate in public education about child and youth mental health, traditional healing and wellness, and/or addiction and crime prevention workshops for the community.
- Support and participate in the development of Indigenous community healing and wellness initiatives.
- Initiate and maintain contact with community agencies, families and groups.
- Develop promotional material that advertises services and upcoming events.
- Participate as a resource person at training sessions, committee meetings, etc., to ensure that information on culture, needs, concerns and aspirations of Indigenous children and families are expressed.
- Ensure the development of protocols and referral agreements appropriate to meet the developmental needs of Indigenous children in the community.

**7. Training and Professional Development:**

- Participate in relevant conferences, training workshops and related courses and meetings for professional development as required or directed.
- Attend workshops, staff meetings, etc. as directed.
- Keep apprised of relevant legislation or policy changes in relation to the Child and Family Services Act, youth and social services fields.
- Identify professional development / training needs and bring to the attention of the Director of Operations for approval.
- Maintain knowledge and awareness of current youth engagement best practices and trends.

**8. Health & Safety:**

- Ensure appropriate supervision of direct-service users and activities at all times and to submit Serious Occurrence Reports (SOR) or Enhanced Serious Occurrence Report (ESOR) to the Ministry of Children and Youth Services (MCYS) and the OFIFC as required.
- Observe health, fire and safety regulations; uphold health and safety standards.
- Ensure that the Health and Safety policies incorporated into daily working practices are adhered.
- Maintain Standard First Aid Level C with AED certification.
- Maintain current Safe Food Handling certification.

**9. General Duties:**

- Perform other duties relevant to the program as assigned by the Executive Director / Director of Operations.
- Observe and uphold the policies, procedures, and practices of the Thunder Bay Indigenous Friendship Centre.
- Actively recruit, train and provide supervision to student placements, volunteers, etc.
- Ensure client files and tangible resources (i.e. bus tickets, food vouchers, gift cards, etc.) are secured in a locked filing cabinet on a daily basis.
- Actively promote and participate in community and TBIFC annual activities in keeping with the mandate and philosophy of the Friendship Centre.
- Work with other members of the team to ensure a wholistic program of care is maintained addressing the physical, psychological, and social needs of the service users.
- Ensure the premises and program resources are safe and secure.
- Work within an Indigenous culturally competent framework.
- Notify the Executive Director or designate immediately of any difficulties including crisis or any other issues that may affect the ongoing delivery of the program.

**RELATIONSHIPS:**

**Executive Director / Director of Operations:**

The Children's Wellness Worker will keep the Executive Director / Director of Operations apprised of all important matters related to the Children's Wellness Program by providing written reports for review and oral reports on an ad hoc basis.

**TBIFC Program Staff:**

The Children's Wellness Worker will work with other TBIFC Program staff by maintaining communication lines to allow opportunity to share information relevant to the program, to maintain appropriate referrals to programs and services, and to participate in joint programming. The Worker will work closely with the TBIFC Child & Youth Services staff and will be directly supervised by the Child & Family Services Program Manager.

**ACCOUNTABILITY:**

The Children's Wellness Worker is accountable to the Executive Director / Director of Operations for the efficient performance of their function.

**PROBATIONARY PERIOD:**

Upon commencement of employment, the Children's Wellness Worker will be placed on a (9) nine-month probationary period. An extended period of probation may be instituted at the discretion of the Executive Director. A performance appraisal will be completed after the probationary period and will occur once annually thereafter.

**TERMS AND CONDITIONS OF EMPLOYMENT:**

1. Hours may vary but shall not exceed 35 hours per week unless prior approval has been authorized to exceed terms and conditions.
2. Adheres to policies and procedures according to the Thunder Bay Indigenous Friendship Centre's *Personnel Policy Manual* - March 24, 2010.
3. Abides by the Code of Ethics as adopted by the Thunder Bay Indigenous Friendship Centre.
4. Adheres and applies the following:
  - a) A Policy Dealing with Allegations of Abuse against Individuals.
  - b) A Protocol for the Reporting of Child Abuse and Neglect between Dilico Anishnabek Family Care and the Indian Youth Friendship Society
5. Signs and adheres to an Oath of Confidentiality
6. Maintain a clear criminal reference check (CPIC) and Vulnerable Sector Clearance

**CAUSES FOR DISMISSAL:**

Please refer to the Thunder Bay Indigenous Friendship Centre's Personnel Policy Manual.

**WORKING CONDITIONS:**

**Physical Demands**

The Children's Wellness Worker will spend long hours sitting, standing, and using office equipment and computers which can cause muscle strain. The Children's Wellness Worker may be lifting equipment and materials up to 30 lbs. The worker may have to lift and carry using appropriate lifting techniques, bend, push, pull, grip, reach, kneel, crouch using good body mechanics and includes walking, sitting, standing and climbing stairs.

**Environmental Conditions**

The Children's Wellness Worker will be working in a busy and occasionally noisy environment. The worker may make visits to clients' homes and will be required to move throughout the community with children. The Children's Wellness Worker may come in contact with children who are ill and/or contagious, and must take precautions to ensure the health and safety of all children, parents, staff and themselves.

**Sensory Demands**

Traditional Medicines and healing practices are utilized in ceremonies and circles; these may affect senses and respiratory system. The Children's Wellness Worker must be very adept at listening to others and spending long hours on the computer preparing detailed reports which requires attention to detail and high levels of accuracy.

**Mental Demands**

There are regular deadlines associated with this position which may cause stress. The worker must also deal with a wide variety of people and will have to manage a number of requests and situations at one time.

Caring for children can be stressful. The Children's Wellness Worker must ensure that children are supervised at all times, and that children are involved in safe and appropriate activities. There may be a number of situations happening at once, and the must be prepared to handle accidents and emergencies at any time.

The Children's Wellness Worker will supervise student placements and volunteers and will need to prioritize tasks, be prepared and well organized, and will benefit from healthy self-care practices.

**CERTIFICATION:**

I certify that I have read and understand the responsibilities to this position.	Supervisor has reviewed with employee the job responsibilities as described in this document and has discussed expected standards of performance.
_____ Employee Signature	_____ Supervisor's Title
_____ Printed Name                      Date	_____ Supervisor's Signature                      Date

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of this job description at any time without prior notice.

**August 2022**