



GLADUE AFTERCARE WORKER

Job Description

SUPERVISION:

Under the direction of the Executive / Director of Operations, and under the daily supervision of the Coordinator of Justice Services, the Gladue Aftercare Caseworker is responsible for the effective and efficient casework management services and administration of the Gladue Aftercare Program in accordance with all relevant policies and procedures.

JOB SUMMARY:

The Gladue Aftercare Worker is responsible for providing case and file management by assisting Indigenous clients to follow through with recommendations of their Gladue Report upon sentencing. The Gladue Aftercare Worker will provide direct services, and make necessary referrals to programs and services, within the Friendship Centre, corrections and in the community to ensure the clients receive services in a timely fashion. The Gladue Aftercare Worker will work in partnership with the TBIFC social justice programs in providing necessary client input and updates as required.

QUALIFICATIONS / SKILLS:

1. Preferred Community College diploma, University degree or equivalent in Social Services and/or a minimum of 5 years work in a social or justice services environment.
2. Knowledge of the judicial system, Criminal Code, and other related federal and provincial statutes, and related court decisions regarding Indigenous persons. Knowledge of sentencing principles, alternative measures and restorative justice principles.
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. Experience in program delivery and administration.
5. Group facilitation, team building and decision-making skills; ability to problem solve and take initiative.
6. Self-motivated individual with the ability to work with minimal supervision in a team-oriented setting.
7. Effective crisis intervention skills.
8. Ability to engage people to build trust and rapport; effective verbal and listening communication skills; excellent interviewing and counselling skills.
9. Must be able to maintain confidentiality.
10. Proficiency in Microsoft Office including database applications.
11. Excellent case and file management skills, stress management and time management skills, ability to meet deadlines.
12. Ability to work flexible hours, including evenings and/or weekends.
13. A clear criminal reference check (CPIC) and Vulnerable Sector Clearance will be a condition of employment
14. Must have a valid Ontario driver's license and reliable transportation.
15. Must be willing and able to work a flexible working from home arrangement if required.

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.
- **Restorative Justice Practice Informed** – Able to incorporate a restorative-justice informed approach to promote, recognize and respond to restorative justice principles and the necessity of supporting Indigenous people in a culture of tradition and effective justice interventions 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:

1. **Case and File Management:**

- Maintain up-to-date client files that track and evaluate participation and progress in the program.
- Explain the meaning of conditions and the importance of maintaining contact with the Gladue Aftercare Worker.
- Upon receiving a referral specific for Youth under 18 years of age, the Gladue Aftercare Worker will make every effort to connect with the client’s parent/guardian.
- 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.
- Ensure that Gladue Report recommendations are met and that the importance of compliance / non-compliance of the Gladue Report recommendations are explained.
- Provide one-on-one supports, including counselling, and/or group support.
- Advocate on behalf of clients.
- Schedule visits with clients and follows through with case management.
- Prepare correspondence/updates as required.
- Provide input into 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. **Program Delivery:**

- Maintain documentation, records, and systems that are essential components of good project management that demonstrates services are being delivered.
- Schedule interviews/appointments/case conferences, as required.
- Respond to correspondence and information requests 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 Gladue Service Worker to actively participate in program planning, delivery and development.
- 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 all justice personnel to ensure that Indigenous people who come into contact with the law receive equitable and reasonable treatment during the court process.
- Ensure that the courts are aware of the provision and its appropriateness when dealing with an Indigenous offender within the Canadian Criminal Code and to reference the principles of Gladue (Section 718.2 (e)).

3. **Restorative Justice Programs:**

- Support the Restorative Justice Programs, including the Indigenous Community Council, Youth Justice Committee, Indigenous Peoples' Court, and Native Court Workers', and Gladue Service Programs, by: communicating regularly with the program staff, providing diversion referrals, and conducting follow up activities in collaboration with the program staff.
- Promote the Restorative Justice Programs to community members, Friendship Centre staff, and service providers.
- Attend and participate in weekly Justice Program team meetings.

4. **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 Gladue Program and/or other TBIFC programs.
- Respond to general enquiries the Gladue Program's purpose, processes and procedures and/or any other information being requested.
- Network and liaise with other TBIFC programs, community agencies, funding sources, etc.
- Organize and/or participate in public education about the law and justice system and/or crime prevention workshops for the community.
- Support and participate in the development of Indigenous community justice initiatives.

5. **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.
- 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 Gladue Service Aftercare Program.

6. **Training & 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 judicial and social services fields.
- Identify professional development / training needs and brings to the attention of the Director of Operations for approval.

7. **Health and Safety:**

- Observe health, fire and safety regulations; uphold health and safety standards.
- Ensure the Health and Safety policies incorporated into daily working practices are adhered to.
- Maintain Standard First Aid Level C with AED certification.
- Ensure appropriate supervision of direct-service users and activities at all times.

8. **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 are secured in a locked filing cabinet on a daily basis.

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- 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.

RELATIONSHIPS:

Executive Director / Director of Operations:

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

TBIFC Program Staff:

The Gladue Aftercare 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 Gladue Aftercare Worker will work closely with the Justice Services Program Manager and with the Friendship Centre Justice program staff.

ACCOUNTABILITY:

The Gladue Aftercare Caseworker is accountable to the Executive Director / Director of Operations for the efficient performance of their function.

PROBATIONARY PERIOD:

Upon commencement of employment, the Gladue Aftercare Caseworker 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. An Employee Performance Appraisal will be completed at the end of 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.

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3. Abides by the Code of Ethics as adopted by the Thunder Bay Indigenous Friendship Centre.
4. Signs and adheres to an Oath of Confidentiality.
5. Maintains a clear criminal reference check (CPIC) and Vulnerable Sector Clearance.
6. 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.

CAUSES FOR DISMISSAL:

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

WORKING CONDITIONS:

Physical Demands: The Gladue Aftercare Worker will spend long hours sitting, standing, and using office equipment and computers which can cause muscle strain. The Gladue Aftercare 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 Gladue Aftercare Worker will be working in a busy and occasionally noisy environment. The worker will visit clients' homes and will be required to move throughout the community. The Gladue Aftercare Worker may come in contact with community members who are ill and/or contagious and must take precautions to ensure the health and safety of all individuals including self.

Sensory Demands: Traditional Medicines and healing practices are utilized in ceremonies and circles; these may affect senses and respiratory system. The Gladue Aftercare Worker will be working in a busy and occasionally noisy environment. The Gladue Aftercare 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 that require attention to detail with this position which may cause stress. The Gladue Aftercare Worker must deal with a wide variety of people and will have to manage a number of requests and situations at one time.

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There may be a number of activities and situations happening at once and the Gladue Aftercare Worker must be prepared to prioritize and multitask.

The Gladue Aftercare Worker must deal with a wide variety of people with challenging personal issues. Caring for people in crisis can be stressful.

The Gladue Aftercare Worker must ensure that participants are supervised at all times and that participants are involved in safe and appropriate activities.

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	_____ Supervisor's Signature
_____ Date	_____ 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.

April 2022