

Family Support Worker- Mental Wellness-(Indigenous Case Management)

Yellowknife YWCA

Task List

2023-03-28 16:22:31

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| Summary: | Provides support and coordinates services to current and potential transitional housing clients and families including intake of new admissions and discharge of housing units. Completes case management assessment and develops plans for intervention that address housing needs and supports families to achieve housing stability. Collaborates with First Nations, Inuit, governments, agencies/organizations and community partners to improve the coordination and access to YWCA NWT programs and services | | |
| Location: | unknown | Group: | Active |
| Department: | Housing | Family: | N.A. |
| Scenario: | active | Reports To: | Director of Housing |
| Job Id: | 13 | Last Update: | 2023-02-23 |

Tasks:

Mental Wellness

1. Identify and improve access to indigenous or mental wellness services, supports and link clients with existing services
2. Provide comprehensive client centred, culturally appropriate mental wellness services in the community
3. Provides programs and services, workshops which promote wellness, increase community awareness using traditional teachings, to promote healing.
4. Undertakes activities to improve access to services for children, individuals, families with special needs
5. Support victims of Violence access to alternate treatment approaches such as traditional supports to continue healing
6. Provide support groups and/or circles to support victims of violence
7. Provide support to community leadership, bands, staff and families with services in indigenous wellness.

Case Management

8. Completes situational/observational assessments of relevant individual clients factors.
9. Completes situational and observational assessments to assist with determining suitability for transitional housing programs and other forms of assistance.
10. Provides information and life skills support to clients related to personal, family, housing, finances, employment, safety, work, school, income assistance, etc.
11. Accompanies or assists clients to obtain transportation to a variety of activities, locations and meetings with other professionals and agencies.
12. Establishes a trusting relationship with at-risk children and families.
13. Prepares a discharge and/or safety and guest management plans with clients and makes appropriate referrals.
14. Provides advocacy services and/or teaches self advocacy to clients.
15. Plans activities for clients and their children.
16. Initiates and/or leads case planning revises/updates formal case plan.
17. Manages, assesses appropriateness, monitors progress/success of case plans
18. Provides immediate emergency/incidental problem solving, emotional support and stabilization crisis support.
19. Develops and/or maintains open communication and relationships in order to refer to other resources, government services, professionals and agencies, i.e. doctor's office, work/school, physio, income assistance, etc.
20. Plans and implements group sessions for clients on a a variety of topics such as anger management, grief, loss, sexuality, self esteem, abuse , violence, addictions, and personal safety.
21. Assists clients to complete forms such as for income assistance and housing, employment, etc.

22. Keeps abreast with issues in the field, refers to other resources, professionals and agencies, i.e. victim services, housing programs, school counsellors, legal aid, income assistance, etc.
23. Ensures clients understand and adhere to program procedures, rules and responsibilities to support congregate living.
24. Moves clients into units and completes inspections

Tenant Relations

25. Assists/Meets with residents/tenants to assess their own situations, develop a plan and acquire skills and resources to maintain existing housing or acquiring permanent housing and other life goals.
26. Runs a clothing exchange and oversees food/grocery program and assists tenants in obtain household items

Life Skills

27. Provides information and life skills support to clients related to personal, family, housing, healing, safety, work, income assistance, etc.
28. Develops and implements life skills plans in conjunction with clients (poverty reduction, budgeting, education development, time management, obtaining and maintaining housing, etc.)
29. Assists clients in assessing their interests, knowledge and skills for education and/or work related activities
30. Facilitates client recreational, social and educational activities.

Administration

31. Makes suggestions to Supervisor for purchase of equipment and supplies.
32. Prepares a variety of written and statistical reports and/or case management reports and identifies potential client and facility concerns and issues on a quarterly or yearly basis.
33. Maintains record keeping systems as established in own location (i.e. logs, meds, etc.)and within the shared cloud portal.
34. Contributes to the identification and resolution of trends or issues that will affect the program.
35. Attends professional development training and meetings
36. Hands out honorariums, accepts donations, etc., issues receipts.
37. Purchases equipment and supplies for program within approved budget.
38. Ensures client files are appropriately maintained and secured.
39. Inputs information into computer software programs.

Health, Safety & Security

40. Assists Tenants to develop safety plans
41. Attempts to de-escalate situations before they become crises.
42. Keeps aware of YWCA NWT health and safety policies and requirements and maintains safe practices while working.
43. Ensures the program safety policies are followed at all times and maintains safe practices while working including having a clear escape plan if needed. .
44. Ensures monthly fire drills are completed and appropriate fire plans are in place.
45. Ensures that access doors are properly locked at all times.
46. Clear criminal records check and vulnerable sector check.
47. Updated immunization records.

Childcare

48. Ensures the children play safely and keeps area clean and tidy

Other

49. Performs other tasks as assigned by the Supervisor.
50. Provides reception services, answers questions, and directs inquiries, takes messages
51. Complies with YWCA NWT policies and procedures.
52. Maintains first Aid and CPR certification

Skills & Knowledge

53. A certificate in Social Work or Health
54. Knowledge of Indigenous peoples of Canada, residential school, sixties scoop, colonization, TRC and other matters and have an understanding of the recommendations of the Truth and Reconciliation Commission of Canada
55. Experience working with families facing conditions of risk (mental health issues, substance abuse, family violence, trauma, low-income, food/housing insecurity).
56. Advanced knowledge of the signs of violence and abuse at an early age and effective interventions.
57. Ability to deliver culturally responsive service and commitment to building individual cultural competencies.
58. Adherence to best practises working in mental health, addictions and family violence.
59. Knowledge of tenant's rights and rental legislation and regulations.
60. Crisis intervention, mediation and negotiating skills
61. Working knowledge to teach Life skills and recreational programming for high need clients.
62. Knowledge of Case Management
63. Formal training in conflict resolution and non violent crisis intervention skills.
64. Good verbal and written communication skills.
65. Strong understanding of personal boundaries and able to be assertive to maintain and enforce boundaries.
66. Excellent interpersonal skills including ability to work cooperatively and professionally as part of a team and to work with other family members, agencies and community partners.
67. Attention to detail and accuracy.
68. Knowledge of income assistance services and child protection procedures,
69. Good record keeping skills and attention to detail.
70. Proficiency in Microsoft Suite and adept at using data entry software including cloud storage systems - an asset
71. Current First Aid/CPR certification.
72. Knowledge of universal health precautions to protect clients and staff from the transmission of infectious diseases.