



Competition No.: **2023-119**
Position: **Service Assistant**
Salary Range: **CL4 \$50,613.60 - \$57,644.38**
Conditions: Full-Time (dependent on funding)
Department: **Intake and Assessment Unit**
Location: **2nd Floor 1410 Mountain Ave Office**
Closing Date: **November 21 , 2023**
How to apply: **Email: hr@secfs.ca Fax: 204-594-0499**

This is a brand-new unit to Southeast Child & Family Services. Under the direct supervision of the Supervisor, the Service Assistant will be assigned specific tasks related to the Intake and Assessment team. The Service Assistant will be assigned specific duties to ensure that all parts of the case plan are carried out as per Southeast Child & Family Services Agency Standards.

RESPONSIBILITIES:

- Assist with all new intake files transferred to SECFS and determine the appropriate services under the Manitoba Child and Family Services Act, the child welfare Standards and Regulations, and An Act respecting First Nation, Inuit, and Metis Children, Youth, and Families.
- Provide brief services to lower risk files to have them safely closed within a 3-month period.
- Provide intensive services to high-risk files until the cases have stabilized and strong case plans are developed.
- Provide updates and input on case plans to be included in transfer summaries, children in care forms, and closing summaries
- Provide written documentation to all case related activities including, but not limited to; transportation; school contacts; home visits; oversee family visits (supervised/ unsupervised);
- Working in a role that is supportive and cooperative with the Intake and Assessment team supporting Direct Service workers
- Ability to work independently and take direction from various case workers and collaterals regarding best practices for children and families
- Ability to calmly and appropriately resolve conflicts that may occur within the job
- Working cooperatively with community collaterals and resources
- Supporting staff, clients, and care givers in their various roles
- Other duties as assigned

QUALIFICATIONS:

- Grade 12/equivalent and/or relevant post-secondary education (a combination of equivalent training and/or experience will be considered)
- Demonstrated working knowledge of and familiarity with:
 - Indigenous culture and an understanding of the rural cultural environment
 - *The Child and Family Services Act; The Adoption Act; An Act respecting First Nations, Inuit and Métis children, youth, and families*; Indigenous child welfare practices; First Nations history; and colonization
- Ability to work independently and as part of a multi-disciplinary team
- Strong communication skills (i.e., oral, written and listening)
- Demonstrated ability to support frontline workers by means of:
 - Completing first-draft submissions for CFSIS-related documentation

**Berens River First Nation - Black River First Nation - Bloodvein First Nation - Brokenhead Ojibway Nation
Hollow Water First Nation - Little Grand Rapids First Nation - Pauingassi First Nation - Poplar River First Nation**

- Tracking of case work (including face to face, transportation, etc.) related to children, families, and collaterals
- Managing timelines
- Receiving, documenting and following-up phone conversations relative to case work
- Ensuring that all filing and bring-forward dates are managed with proficiency
- Other office-related duties (i.e., photocopying, faxing, emailing, etc.)
- Proficiency with MS Office (i.e., Word, Excel, Outlook and Teams)
- Valid driver's license and use of a personal vehicle
- A satisfactory Criminal Record Search, Child Abuse Registry Check and Prior Contact Check

Preference will be given to Internal Candidates, Southeast members, and Indigenous people (First Nations, Métis, or Inuit). **All Indigenous applicants are asked to self-declare in their cover letter.** We thank all who apply, however, only those who selected for an interview will be contacted.

We offer competitive wages and an exceptional benefits package.