



Competition No.: **2024-007**
Position: **Service Assistant**
Classification: **CL4 \$50,613.60 - \$57,644.38**
Conditions:

- Full time – Permanent

Department: **Age of Majority Unit**
Location: **4th floor – 360 Broadway Ave, Winnipeg, MB**
Closing Date: **February 22,2024**
Email: hr@secfs.ca

Under the direct supervision of the Supervisor, the Service Assistant will be assigned specific tasks related to the development and implementation of a case plan involving children and families. 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:

- 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 Berens River Urban and Community team supporting frontline 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 understanding and appreciation of Anishinaabe cultural beliefs, values, norms, ceremonies and teachings
- 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
 - 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.