



Competition No.:	2024-061
Position:	Service Assistant
Classification:	CL4 Pay Scale: \$51,625.88 - \$58,797.26
Conditions:	<ul style="list-style-type: none">• Full Time (Non-Unionized)
Department:	Intake and Assessment Unit
Location:	1410 Mountain Ave, Wpg
Closing Date:	July 18, 2024
How to apply:	Email: hr@secfs.ca Fax: 204-594-0499

This is a newly established unit within Southeast Child & Family Services (SECFs). Reporting to the Supervisor, the Service Assistant will play a vital role in supporting the Intake and Assessment unit. The Service Assistant will be assigned specific tasks that contribute directly to the efficient and accurate completion of case planning and will ensure that aspects of the plan adhere to the established Southeast Child & Family Services Agency Standards.

RESPONSIBILITIES:

- Assist with all new intake files transferred to SECFs and provide input regarding the appropriate services under *The Child and Family Services Act; The Adoption Act; An Act respecting First Nations, Inuit, and Métis children, youth, and families*.
- Provide brief services to lower-risk client files, ensuring all necessary services are provided within a 3-month timeframe to facilitate safe case closure.
- Provide intensive support and services to high-risk client files, collaborating with the Unit's Direct Service Workers to develop strong case plans and achieve stabilization.
- Assist families with tasks such as supervising visits, shopping, assisting with housing applications, assisting to referrals to EIA, driving etc.
- Providing relevant written and verbal updates regarding families to Direct Service Workers and unit Supervisor
- Provide detailed written documentation of all client interactions and activities, including transportation logs, school contacts, home visit reports, and supervision of family visits (both supervised and unsupervised).
- Function as a supportive and collaborative team member, providing assistance to the Intake and Assessment team while directly supporting the work of Direct Service staff.
- Demonstrate the ability to work independently while also effectively receiving and implementing guidance from diverse caseworkers and external partners, ensuring best practices are followed for the well-being of children and families.
- Approach potential conflicts with a calm and professional demeanor, working towards effective and appropriate resolutions.
- Foster positive and collaborative working relationships with community partners and resource providers to ensure clients have access to the necessary support systems.
- Provide comprehensive support to staff, clients, and caregivers, understanding and fulfilling their various needs within the overall case management process.
- 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
- 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 Microsoft Office (i.e., Word, Excel, and Outlook), CFSIS and IM.
- Valid driver's license; a reliable vehicle.
- Satisfactory Criminal Record; Child Abuse Registry; and Prior Contact Check.

Preference will be given to Southeast members and Indigenous candidates (First Nations, Métis, or Inuit) meeting the position requirements. **All Indigenous applicants are asked to self-declare within their cover letter.** We thank all applicants; however, only those candidates selected for an interview will be contacted.

We offer competitive wages and an exceptional benefits package.