

## CHAMPAGNE AND AISHIHIK FIRST NATIONS

**Identification:** Utsain nanji (Case Manager)

**Department:** Community Wellness

**Supervisor:** Wellness Support Manager

**Date:** July 17, 2019

**Wage Level:** 8

**Status:** Regular Full-Time

---

A. **Job Summary:**

Reporting to the Wellness Support Manager, this position is responsible for providing comprehensive wellness support and case management to CAFN Citizens and their families in the areas of child welfare, mental wellness, addictions and trauma, including outreach prevention, pre-treatment, support and counselling. This position also serves as a liaison and support between other Governments including Child & Family Services, Mental Wellness & Substance Abuse Services. The position also participates in the Income Assistance Program in collaboration with other Case Manager colleagues. This includes intake, administration and assessment when the Income Assistance Case manager is away.

B. **Main Duties:**

1. Case Management:

- Is responsible for the provision of individual/group/family assessment, support, counselling, and trauma & addictions treatment services referrals including aftercare support, educational sessions, and facilitation of community based wellness programming
- Works closely with Social Workers and other Family & Children Services providers on case planning and finding adequate culturally appropriate supports for CAFN Citizens and their families
- Works directly with clients, assisting with the development and implementation of client wellness plans, including their involvement with other providers of services. Contributes to the development, implementation and evaluation of Wellness Plans in conjunction with the client and family
- Ensure Champagne and Aishihik children, family and community understand their legal rights, roles and responsibilities over child matters; roles of the Community Wellness department; and court procedures and are aware of program and services.
- Assist and supports other Case Managers and Child & Family Support Workers with the child, family and community involved in child protection investigations and legal proceedings.
- Liaison coordinates and facilitates family support systems with personal and professional resources; assist and participate in family conferences and meetings regarding Extended Family Care Agreements, placements, adoptions and other activities related to child welfare.

- Working as a member of the Wellness Team and other support services, while establishing and maintaining relationship with clients based on respect and Dän K'e.
  - Working directly with clients in assessing their needs in the development of their wellness plans by liaising with community referral agents to support pre-treatment, relapse prevention and aftercare programming.
  - Provides input into the development of culturally appropriate and culturally based prevention materials and methods, ensuring Dän K'e is followed.
  - Act as both a service provider and referral agent for clients; advocating for clients, especially in obtaining culturally sensitive services from other service providers.
  - Collaborate with other members of the CAFN Wellness Team with organizing prevention, harm reduction and wellness activities.
  - Assist when needed with Intake for the Income Assistance Program and collaborate with IA Case Manager on case management and support of clients.
2. Performs as part of the CAFN Wellness team by:
- Attending team meetings;
  - Participating in staff development sessions;
  - Participating in the development and implementation of community wellness strategy for CAFN members in CAFN communities;
  - Collaborating with the team in providing services to CAFN members in promoting the community wellness strategy;
  - Representing the Community Wellness Team and CAFN at meetings, conferences and Committees as required.
3. Performs other duties such as:
- Collaborates and coordinates with other Community Wellness staff in the event of a community crisis, disaster or tragedy, by providing emergency crisis support and inquiry services.
  - Collaborates with community Elders, Cultural Supports Team and others.
  - Liaising with Citizen Services and other CAFN departments, Family and Children Services, Mental Health Services, Government and Non-Government Organizations, YFN governments and other related agencies.
  - Attending case management interagency meetings.

C. **Job Knowledge and Skills**

**Education and Experience:**

Degree of Social Work or completion of a 2 year diploma in Social Work or Child & Youth Care and minimum of 5 years of experience in Counselling, Psychology or related field with several years' experience in counselling clients and managing cases, preferably in a First Nations environment or an equivalent may be considered.

**Job Knowledge:**

- Knowledge of CAFN history, culture, demographics, goals, aspirations and dän k'e;
- Knowledge of case management theories and practices;
- Knowledge of counselling theories and practices;
- Knowledge of the socio-economic history of the YFN and the history of the residential schools in the Yukon;
- Knowledge of social and health issues affecting First Nations people;
- Knowledge of local, regional and national resources, programs and services;
- In-depth knowledge of mental health and substance use issues/impacts of family violence/sexual abuse/child abuse and neglect;
- Knowledge of general office procedures and practices and equipment;
- Knowledge of computer software programs such as word processing and AIS or equivalent.

**Management Skills:**

- Ability to meet critical deadlines
- Ability to work independently
- Ability to coordinate and plan community activities
- Ability to make decisions and solve problems within established policies and procedures in the course of duties.
- Ability to prioritize tasks, often involving crisis
- Possess excellent oral and written communication skills
- Ability to set direction for others and evaluate progress
- Ability to work in a team environment
- Interviewing and assessment skills
- Coordinating/facilitating group and community activities

**Interpersonal Skills:**

- Ability to resolve conflicts and to mediate
- Ability to counsel, motivate and advise clients
- Ability to foster trust and acceptance at a community level
- Ability to work with clients from all social and economic backgrounds
- Ability to demonstrate stability, maturity and integrity
- Ability to maintain a professional attitude
- Ability to deal effectively with authority figures, colleagues, clients, etc.

**D. Decision Making:**

Goals, objectives and long-term priorities for this position are established by the Senior Director of Citizen Services in collaboration with the Department Director with input from the Community Wellness Team. The incumbent is responsible for the day to day management of client case files as well as programs and

achieving program objectives. Being aware of a variety of policies and procedures from various agencies is often required when making decisions. This position does constant assessments regarding family safety issues and is directly involved with decision making regarding case planning

with RCMP, Child & Family Services, Health Centre or Hospital, Justice and Regional Social Worker. This position manages their own budget cost centre and plans accordingly. Judgements are made within the parameters of standard practices and procedures, however when dealing with emergency situations exceptions may be required. Problem solving is often and are of a recurring nature or may be more complex, but are generally solved in conjunction with others. Decision making on own in emergency situations may be required.

E. **Impact/Accountability:**

Responsible for performing a mix of routine and different tasks or services and is accountable for carrying out the work in a coordinated and efficient manner.

This position is responsible for providing assessment of clients for healthy living, assisting in developing wellness plans and after-care planning; consequences of actions and decisions can have positive or negative impacts on clients, families and CAFN communities.

Decisions made may adversely affect the lives of CAFN members, families & individuals.

Work environment is constantly changing due to often high stress and crisis situations which can impact safety and wellness of both clients and incumbent.

F. **Positions Supervised:**

On occasion; summer students, work placements and program term funding.

G. **Working Conditions:**

Travelling often will be required to CAFN communities and Whitehorse; on call travel & short notice given

Due to living in a small community after hour phone calls and public interactions with clients are frequent

May need to deal with upset/emotional clients who may have mental wellness complex problems

May be on call and working long hours if a community crisis occurs

May be working when others are off which will increase client load and duties

Normal Office conditions apply but often meeting clients where they are at.

H. **Conditions of Employment**

- Standard First Aid Certification (current)
- Class 5 driver's License with Clear Drivers Abstract. Class 4 Driver's license would be an asset
- Clear Criminal Records Check

I approve this position description as being representative of the work I require to be performed and that the responsibility and authority levels identified have been delegated to this position.

---

Director, Community Wellness

---

Date

---

Employee

---

Date