

CAREGIVER SUPPORT JOB DESCRIPTION

PURPOSE OF THE POSITION

This position will provide a range of support and training services to Caregivers. Travelling to outlying communities will sometimes be required.

To operate within Indigenous Perspectives Society's (IPS) vision, mandate, policy and standard operating procedures.

NATURE OF WORK AND POSITION LINKS

- Caregiver Support (CS) is available by phone to offer caregivers an avenue for personal, individual support by making referral recommendations and suggestions; providing caregivers with necessary ministry or ICFSA publications to assist them in their role as caregivers; to introduce them to experienced caregivers as mentors; to assist them in locating relevant resource material; and to ensure they are aware of ministry, ICFSA, and community support services available to them.
- CS is often the first contact that persons interested in becoming caregivers encounter. The CS makes the individual feel welcome and comfortable, provides answers to general caregiving questions, and explains the Recruitment Process clearly. They ensure potential caregivers have detailed printed material to help them to self-screen their suitability, and encourages potential caregivers to contact them should they have any further enquiries.
- CS details the support services available, and encourage (potential) caregivers to access them
- They articulate the importance of attending and completing the BC Foster Care Education Program mandatory training
- Explains the Foster Home Insurance and Indemnity Rider (generally but largely refers to BCFFP)
- Promotes the partnership between the ICFSA's, MCFD, IPS, and the caregivers
- Encourages caregivers to become involved and informed
- Provides caregivers with information packages containing printed material detailing Emergency Contact Information, society contacts, etc.
- Reminds caregivers of the importance of self care and stress management
- Urges them to attend educational training workshops and support groups designed to better enable them to perform and fulfill their role as caregivers to children and youth in care.
- Resource Workers may provide the CS with the name, address, telephone number, and level of care of new caregivers. The CS records the information in the database, and contacts the new caregiver. The caregiver is informed of the resources available, introduced to IPS, and invited to contact the CS for further information – either by telephone, or e-mail.
- Through daily caregiver contact, CS identifies areas of concern, or needing clarification and addresses the needs of caregivers.
- Identify and access community resources to provide support to the caregiver homes when required.

- The CS also researches relevant articles to assist caregivers in their roles as caregivers. They share information to make caregivers and staff aware of current issues, trends and common themes. They frequently submit ideas and articles regarding the issue of Caregiver Stress Management and Self Care to encourage caregivers to look after their own emotional and physical health, as well as that of their families, and children and youth in their care.
- CS is often the first line of support; assistance and information sharing for new caregivers. Caregivers know they can call the office and receive clarification around a particular issue, or the Coordinator will quickly determine the correct information and get back to them, or they will be directed to the appropriate resource, council member, or ministry office

SPECIFIC ACCOUNTABILITIES AND DELIVERABLES

- **Increase in Caregiver Retention:** CS provides caregivers with a readily accessible support and information resource. Problems can be quickly addressed, and misconceptions promptly clarified. They provide caregivers with current, useful, and relevant information.
- **Increase in numbers of Caregiver Accessing Support Services:** The CS introduces interested individuals to the recruitment process, delivers a presentation at their orientation classes, and welcomes them into the caregiving community. They make caregivers aware of the support and training opportunities available to them, and encourage caregivers to access them. They are a “familiar face” and they strive to provide caregivers with a sense of belonging, and to make them feel like a welcome and valued member of the caregiving community team.
- **Increase in Caregiver competency, awareness, expertise, and skills:** CS makes caregivers aware of any and all educational training and support opportunities. They promote these opportunities and facilitates their delivery.

REQUIRED SKILLS

- Bachelor of Social Work/Arts, Social Services Diploma, Indigenous Child and Family Worker or Child and Youth Worker Diploma, or any other related degree or diploma deemed appropriate for the specific job;
- Expert knowledge of the Child and Family Services Act, Caregiver support services standards, Child Protection Standards, Ministry of Children and Youth Service Regulations, Guidelines and Policy Directives, Case Management and Supervision requirements particularly in relation to the delivery of Caregiver Services;
Expert knowledge of Customary Care and the philosophy of service development and delivery; the communities and family structure, as well as local First Nation customs and traditions.
- Thorough experience in child welfare frontline case management systems and procedures;

- Knowledge of the structure and operations including the local Indigenous groups and external services and service agencies in the area;
- Demonstrated ability to prepare comprehensive narrative and statistical reports regarding caregiver care service delivery and procedures;
- Ability to establish and maintain purposeful relationships within the caregiver care team, clients, colleagues, other relevant organizations and management;
- Knowledge and the ability to interpret a wide range of social work practices, principles and Indigenous-based methods in order to provide support to caregiver families in crisis;
- Knowledge of Indigenous issues as they relate to child welfare to provide best practice for Caregiver families with Indigenous children;
- Proven knowledge of theories of human behaviours and family systems and proven ability to apply social work theories in assessments, planning, action, measure and monitor to ensure competence and excellence of services provided;
- Working knowledge of group dynamics, consultation and conflict transformation techniques;
- Ability to maintain confidentiality;
- Ability to take direction and to work within the policies, procedures, and guidelines, mission, philosophy, and core values of IPS;
- Superior oral communication skills;

TOOLS/EQUIPMENT

- Standard office equipment such as: facsimile, photocopiers, cell phone, audio visual equipment
- Operation of a toll free line
- Online support to caregivers

WORKING CONDITIONS

- Travel throughout the Province of British Columbia is a possibility

SELECTION CRITERIA

Education and Experience

- Bachelor of Social Work/Arts, Social Services Diploma, Indigenous Child and Family Worker or Child and Youth Worker Diploma, or any other related degree or diploma deemed appropriate for the specific job;
- Experience in residential services preferred is preferred;
- Expert knowledge of the *Child and Family Services Act*, Caregiver Support Services Standards, Child Protection Standards, Ministry of Children and Youth Service Regulations, Guidelines and Policy Directives, Case Management and Supervision requirements particularly in relation to the delivery of Caregiver Care Services is preferred;
- Expert knowledge of Customary Care

- Knowledge of the philosophy of service development and delivery; the communities and family structure, as well as local First Nation customs and traditions;
- Thorough experience in child welfare frontline case management systems and procedures;
- Working knowledge of the administrative structure and operations of the ICFSAs including the service delivery model, policies, procedures and guidelines;
- Knowledge of the structure and operations including the local First Nations and the tribal and external services and service agencies in the area;
- Demonstrated ability to prepare comprehensive narrative and statistical reports regarding caregiver care service delivery and procedures;
- Demonstrated ability to influence and facilitate community group decision-making processes through knowledge, ideas, and service delivery experience;
- Ability to establish and maintain purposeful relationships within the caregiver care team, clients, colleagues, other relevant organizations and management;
- Knowledge and the ability to interpret and apply a wide range of social work practices, principles and Indigenous-based methods in respect to protection and placements of children at risk and understanding the principles and goals of families in crisis;
- Knowledge of Indigenous issues as they relate to child welfare and a willingness to work in partnership with Indigenous families, elders and communities to provide best practice for Indigenous children and families;
- Proven knowledge of theories of human behaviours and family systems and proven ability to apply social work theories in assessments, planning, action, measure and monitor to ensure competence and excellence of services provided;
- Commitment to providing service in Indigenous context of extended family and community involvement;
- Excellent planning and organization, problem-solving, decision-making and interpersonal skills;
- Ability to work within a multi-disciplinary Child Welfare Team;
- Working knowledge of group dynamics, consultation and conflict resolution techniques;
- Ability to maintain confidentiality;
- Ability to take direction and to work within the policies, procedures, and guidelines, mission, philosophy, and core values of IPS;
- Excellent oral and written communication skills;

Knowledge, Skills and Abilities

- Thorough knowledge of Indigenous Social Work specifically in the area of child welfare and social service provisions
- Ability to support Caregivers that centers Indigenous knowledge and reflects Indigenous pedagogies
- Sound knowledge of Indigenous communities, cultures, traditions and practices in British Columbia
- Knowledge of legislation, regulations and practice standards pertaining to First Nations & Indigenous Child & Family Services
- Ability to develop and maintain effective working relationships with groups and individuals with diverse or competing interests or diverse perspectives
- Proactively self-engage in ongoing professional development with a focus on evolving trends in Indigenous education and education technology
- Ability to work independently with minimum supervision

- Ability to develop and maintain relationships with co-workers and stakeholders
- Ability to deal with conflict within diverse groups
- Ability to organize, prioritize and manage workload, advising supervisor of significant issues
- Ability to exercise judgement and discretion and maintain confidentiality

CERTIFICATION

I have read the contents of this job description and accept the position and responsibilities as described in this document.

Employee Name

Signature

Date