

MATAWA FIRST NATIONS MANAGEMENT



Job Description On-Call Worker

QMS No.: FIN-HR-TEM 065 **Dept.:** Finance/Admin. **Rev No/Date:** / **Issue Date:** Jan. 18/11 **Approved** David Paul Achneepineskum

PURPOSE OF THE POSITION

Reporting to the Executive Director and the Youth Inquest Manager, the On- Call Worker (OCW) is responsible for the safety of Matawa students attending school in Thunder Bay. Student safety includes taking preventative measures, providing and participating in education and awareness training, activities, and workshops regarding factors such as what to do in situations, available support, alcohol and substance abuse, peer pressure, gangs, etc.

SCOPE

As a member of the Matawa Education team, the OCW supports students as they move toward the successful completion of their secondary education and continue on their pathways to work, training or post-secondary education programs. The OCW will work directly with students to address issues that they are facing, ensures that students are in their boarding homes by curfew, and transports students from various school activities and appointments. They will do this by maintaining a presence throughout the city during the off hours of the Matawa Education and Care Centre (MECC). The OCW will interact with the students' parents/caregivers, boarding home parents, police, hospital, and other parties in ensuring students are safe. The OCW will consult with parents/caregivers, MECC staff, students, Matawa communities' Education Authorities, and Matawa community representatives to determine student safety needs and develop appropriate responses to those needs.

RESPONSIBILITIES

1. Support Education Counsellors and Education Authorities, parent/guardian, and students as needed

Main Activities

- Provide timely transportation as needed
- Ensure you are on the road and available, answering the at all times and is on throughout the shift/night
- Provide support to individual Education Authorities and Education Counsellors in implementing their policies and procedures related to student care.
- Calm students down in tense situations and contact appropriate supports and follow-up, including making/assisting with referrals
- Notify supervisor(s) of urgent safety issues/situations as quickly as possible, including if cell phone is not working/was misplaced/was forgotten/was stolen
- Communicate with Matawa students to determine their needs and interests and establish rapport
- Monitor "hot spots" (e.g., known hangouts) during shifts
- Maintain communication with other OCWs
- Assist in emergency situations (e.g., missing student, intoxicated student, student in need of medical support)

- Participate in mandatory On-Call Worker training
- Evaluate the effectiveness of On-Call services and make recommendations for their improvement
- Identify areas where new On-Call services are needed

2. Support activities for Matawa students

Main Activities

- Communicate with organizations representing youth to support the needs of Matawa students
- Provide transportation to student activities as needed, including medical appointments
- Encourage Matawa students to participate in regional and territorial programs
- Provide boarding home support

3. Promote programs and local services

Main Activities

- Ensure the Matawa students are aware of available activities (e.g., school-run, city-run, youth organization-run)
- Ensure the Matawa students are aware of available supports (e.g., addictions, legal, health, financial)
- Participate in community relations campaigns to promote programs within the city to Matawa students and vice versa
- Maintain positive working relationships with organizations such as police, ambulance, hospitals
- Maintain contacts with local, regional and territorial organizations for youth
- Monitor the use of equipment and facilities

4. Administrative

Main Activities

- Respond to phone calls or texts in a timely manner
- Provide reports (e.g., student incidences, “hot spots”, incidences with service providers, on-call vehicle servicing and maintenance needs) as required
- Record information on, and prepare reports, concerning On-Call services costs, attendance, equipment & vehicle maintenance (e.g., gas, oil changes, service logs, repairs)
- Ensure all programs and activities are implemented according to relevant education legislation, policies and procedures

5. Other duties

- Maintain cleanliness of on-call vehicle
- Perform other duties as required

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

The incumbent must have proficient knowledge in the following areas:

- Demonstrated initiative in meeting the needs of students outside the school environment
- Knowledge of First Nation education
- Knowledge of First Nation cultures and life styles
- Knowledge of legislation, regulations, policies and procedures for program development and implementation
- Knowledge of legislation, regulations, policies and procedures for involving youth in community programs
- Knowledge of office administration and procedures

Skills

The incumbent must have proficient skills in the following areas:

- Ability to administer student programs
- Team building skills
- Analyzing and problem-solving skills
- Excellent decision-making skills
- Effective negotiation and mediation skills
- Excellent stress and time management skills
- Excellent written, verbal, interpersonal, presentation, and analytical skills
- A valid Ontario Driver's License

Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of OCW. The incumbent must also demonstrate the following personal attributes:

- Excellent interpersonal and communication skills
- An ability to adjust to changes
- Demonstrated ability to work effectively with parents, students, co-workers, and administrators
- Be honest and trustworthy
- Be respectful
- Possess cultural awareness and sensitivity
- Demonstrate sound work ethics

Education/Training/Certification

- Minimum College diploma, ongoing or complete, in any of the following areas: Community Services (Child & Youth Worker, Recreation & Leisure, Social Service Worker, ECE), Health (paramedic, nursing); or equivalent community work experience

- Aboriginal specific programs (community advocacy, education, family and child services); Aboriginal Studies, studies in teaching and education
- Suggested skills: First Aid and CPR training, experience working with children and youth in leadership capacity, non-violent crisis intervention, crisis management

WORKING CONDITIONS

Physical Demands

The OCW may have to travel throughout the community and/or to Matawa communities in all weather. They may have to lift, carry and manage equipment and supplies. They may have to work odd or long hours at a time to complete special requests or projects. The OCW may have to spend long hours sitting and using office equipment, computers and attending meetings.

Environmental Conditions

The MECC may be a busy facility. The OCW may have to manage a number of people and projects at one time, and they may be interrupted frequently to meet the needs and requests of students and Matawa staff members. The OCW may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

Sensory Demands

Sensory demands can include reading and use of the computer, which may cause eye strain and occasional headaches. The MECC may be noisy and busy making it difficult for the OCW to concentrate.

Mental Demands

The OCW may have to manage a number of requests at one time. They must be aware of Education Department business in the community and any and all relevant legislation, policies and procedures. They may have to complete a number of tasks and responsibilities at one time and must be prepared to deal with emergencies and stressful situations at any time.

CERTIFICATION

Employee Signature

Printed Name Date

I certify that I have read and understand the responsibilities assigned to this position.

Supervisor's Title

Supervisor's Signature Date

I certify that this job description is an accurate description of the responsibilities assigned to the position.

Executive Director's Signature Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.