MATAWA FIRST NATIONS MANAGEMENT

Matawa
EDUCATION & CARE CENTRE

Job Description

Matawa After Hours Support Worker

PURPOSE OF THE POSITION

As a member of the Matawa Education and After-Hours team, the Matawa After Hours Support Worker 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 After-Hours Support Worker will work within all areas of the After-Hours Support program based on student need and scheduling. They will do this by working with the Safe Sobering Site team to provide immediate crisis intervention, support and assistance to students at the Matawa Education and Care Centre (MECC) and the Safe Sobering Site. Additionally, they will help develop care plans for students and take shifts throughout the city during the off hours of the Matawa Education and Care Centre (MECC). The After-Hours Support Worker will interact with the students' parents/caregivers, boarding home parents, police, hospital, and other parties in ensuring students are safe.

SCOPE

The Matawa After Hours Support Worker will work under the direction and supervision of The Youth Inquest and After-Hours Manager as well as the Executive Director or designate. The Support Worker will work directly with the Safe Sobering Site, On Call and Outreach based on student need and staff scheduling.

The After-Hours Support Worker will support and advocate for Matawa area members who reside in Thunder Bay, primarily, those who are experiencing substance use and mental wellbeing challenges. The main purpose of the position is to provide crisis intervention, respond to crisis calls and ensure Matawa Student Care Centre youth are supported after hours.

RESPONSIBILITIES

The Matawa After Hours Support Worker is primary responsible for responding to crisis of individuals and/or families after hours especially related to mental health, addictions and safety as well as providing direct support within the Safe Sobering Site. The Support Worker works to ensure individuals/families are provided with appropriate interventions and services as required.

1. **Direct Services while on shift in Outreach or On Call**
    - respond to emergency/crisis calls-i.e.: high risk individuals, search missing person,
    - establish and maintain contacts with agencies, police, patrol team, drop-centers, soup kitchens, etc.
    - monitor high risk areas where individuals may frequent within the city-
    - assist in gathering information of service agencies
    - connect and document calls received from individuals, staff and families
    - make appropriate referrals to services
    - work with Matawa Student Care Centre administration and other staff
    - participate in client management and care planning with service providers
    - conduct client follow up and appropriate wellness checks

2. **Direct Services/Responsibilities while on shift in Safe Sobering Site**
    - Provide trauma informed care and carry out the functions of crisis intervention including supportive counselling and assistance in the development of a recovery plan;
    - Encourage the student in harm reduction, relapse prevention and other life skills as appropriate;
    - Maintain a culturally safe environment for students who require care while detoxifying;
    - Formulate and implement discharge plan with students that includes referring them to appropriate treatment programs;
    - Maintain a comprehensive understanding of crisis management and the impact of trauma on mental health and addiction issues;
    - Continuing communication with the MLCC On-Call Workers to determine the student needs they may be aware of;
    - Maintain communication processes with the MECC Mental Health Team in all areas of after-care (return to boarding home/school, communication to Parents, to Boarding Home Parents/School Staff, etc.);
    - Attend all training in areas that would be relevant to their position;
    - Ensure timely reporting and development of materials required to carry out services;

3. **Communication:**
    - Provide daily communication to Matawa Student Care Centre mental wellness team, manager, supervisors, and other service providers
    - Track and record service gaps and successes to better enhance and support the initiative;
    - Record information and prepare reports concerning youth's attendance and facility use;
    - Foster positive working relationship with members and service providers
    - Participate in meetings related to planning and support services as required

4. **Administrative:**
    - Keep confidential client records for data entry
      Complete all necessary documentation, including written records/reports
    - Perform other related duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

The incumbent must have proficient knowledge and experience in the following areas:

- Possess a high school diploma
- 3+ years related work experience
- Bachelor's degree or college diploma in one of the following areas: Community Services (Social Worker, Social Service Worker, Child & Youth Care, Native Child and Family Services, Health Services) is preferred; or equivalent community work experience
- Experience in crisis response
- Fluency in Cree, Oji-Cree or Ojibway is an asset
- Good knowledge of services provided in city of Thunder Bay
- Good knowledge of Matawa First Nations communities
- Strong understanding of First Nation needs
- Strong understanding of First Nation communities' culture, traditions and practices
- Must provide a current Criminal Record Check and Tuberculosis skin test

Skills

The incumbent must demonstrate and/or possess the following:

- Excellent interpersonal and networking skills
- Ability to provide coaching skills
- Ability to navigate complex crisis situations in a calm, effective manner
- Ability to provide a high level of care, guidance and support
- Ability to deal effectively with conflict and crisis
- Excellent communication, oral and written skills
- Ability to work under minimal supervision
- Ability with computers, computer programs and other office equipment

Personal Attributes

The incumbent must demonstrate the following personal attributes:

- Maintain strict confidentiality
- Maintain standards of conduct
- Cultural awareness and sensitivity
- Respect, honesty and integrity
- Take initiative, self-motivated
- Flexibility and Punctuality

WORKING CONDITIONS

Physical Demands

The After-Hours Support Worker 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. They may have to spend long hours sitting and using office equipment, or alternately long hours spent assisting students who are in need.

Environmental Conditions

The After-Hours Support Worker could find the environment busy and manage all types of stressful calls. They may have to travel to community in all types of weather conditions. The After-Hours Support Worker will have to manage a number of people and projects at one time.

Sensory Demands

The After-Hours Support Worker may spend long hours with use of computer and may experience eye strain and occasional headaches.

Mental Demands

The After-Hours Support Worker could often work long hours in the event of an emergency/crisis. They may experience mental strain, trauma and stress.

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.