



Metis Family Services

**#312 – 7485 130 Street
Surrey, BC V3W 1H8**

Telephone: (604) 584-6621

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Job Title:	Intake Worker (Full Time/Permanent)		
Department	Family Services Classification: SPO 25		
Reports to:	Intake Team Leader		
Date Prepared:	August 5, 2019	Closing Date:	August 16, 2019

Job Summary:

To provide child protection services to children and families within the Metis community under the direction of the Intake Team Leader, and Program Manager.

Key Duties and Responsibilities:

- Investigates complaints of child abuse and neglect by interviewing clients, observing and involving appropriate agencies in the investigation, evaluating risk indicators, validating the complaint, and determining a plan of action.
- Develops and implements a child protection plan by identifying client needs, establishing long and short term goals and developing a contract with clients and other resources.
- Ensures the ongoing management of cases by monitoring progress towards goals, coordinating services, consulting with other service providers, examining the terms of the contract and making referrals to other agencies.
- Prepares documentation for court, files documents and ensures legislative requirements are addressed and timelines for serving notice follow the Rules of Court.
- Prepares clients for court by explaining the purpose, ensuring client has access to legal counsel, informing the clients of other witnesses and explaining expected court behaviour and appearance.
- Prepares and presents evidence for Family Court, determines admissible evidence, instructs legal counsel regarding the type of court order sought, prepares for hearing, negotiates times and witnesses for hearing and presents testimony.
- Acts as the legal guardian by providing statutory services to feed, clothe and house children in care of the Director, provides opportunity for the social, intellectual and moral development of the child. Provides support for children's identified needs.
- Develops Life Plans with the purpose of reuniting the child with the family, placing the child for adoption or placing the child into a permanent family setting.
- Develops cultural plans.
- Authorizes expenditures for support services to families.
- Provides services to the family such as assistance with parenting skills, drugs, alcohol treatment and referrals.
- Works as a member of a team. Perform other duties as required.

CORE COMPETENCIES:

Results Driven: Concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement

oriented); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement).

Teamwork and Co-operation skills: Has an ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

Service Orientation skills: Implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the

Indigenous Cultural Competency: This involves knowledge of the values, beliefs, norms and standards of the Aboriginal people in whose community you are working.

Expertise: Includes the motivation to expand and use technical knowledge or to distribute work-related knowledge to others.

Reflective Practice: is the ability to critically assess how one's values, beliefs, ethics and culture influence decisions and relationships. An ability to demonstrate exemplary behaviour and curiosity regarding the perspectives of others, results in appropriate boundaries and insightful practice.

Responsive Learning: is facilitated through multiple approaches to encourage a deepening and expanding of skill sets with a view to continuing to build expertise that result in improved individual and organization outcomes.

Handling crisis: involves effectively managing risks and crises, and handling public relations.

EDUCATION & EXPERIENCE:

- Bachelors of Social Work or Masters in Social Work, or Bachelors of Art in Child and Youth Care, or Masters in Educational Counseling/Masters Clinical Psychology, or equivalent. Provincial Delegation training.
- Child welfare specialization, have worked in child welfare and/or at an Aboriginal agency for one year is an asset
- MCFD Knowledge & appreciation of Metis/Aboriginal cultures and how these impact the development of individuals and communities
- Practical knowledge of Provincial Aboriginal Operational Practice Standards and Indicators

OTHER REQUIREMENTS:

- Must have a Criminal Record Check completed by and satisfactory to Métis Family Services.
- Valid Class 5 Driver's License; Driver's Abstract and a reliable and safe vehicle.

Rate of pay: SPO25: \$36.07 to \$41.14 per hour (with Provincial Delegation)

SPO Growth Progression: \$30.33 to \$33.03 per hour (Delegation Training)

Start date: As soon as possible.

Please clearly state the position you are applying for and forward your resume & cover letter to the attention of Kay Rampersad by email to: HR@metisfamilyservices.ca

This position requires union membership.

Metis Family Services thanks all applicants for their interest in this career opportunity; however, only those considered for the position will be contacted. No telephone inquiries please.