



# Family & Children's Services of Renfrew County

*Together, A Caring Community.*

## Bilingual-First-Contact Service Screener

**Department:** Referral Centre  
**Accountability:** Supervisor  
**Location:** Renfrew County

Family & Children's Services of Renfrew County is a multi-service agency committed to providing preventative, protective and socially inclusive services and programming that empower and strengthen everyone. We are focused on cultivating a team-oriented work environment where everyone thrives. Our goal is to develop and strengthen collaborative partnerships to increase availability, accessibility and quality of care to our communities. Our agency commitments include: moving forward Anti-Oppressive Practice, French Language Services and working alongside our Indigenous Communities.

### POSITION SUMMARY:

Under the general supervision of the assigned Department Supervisor, collects and processes first contact/initial information and assesses service user eligibility for services provided by Renfrew County Family & Children's Services including Child Welfare, Developmental Services and Family Visitation & Exchange Services. A Signs of Safety/Signs of Something Model will be used during contact and assessment of service needs as well as community caregiving investigations.

Position will also complete specific child welfare assessments and investigations for Community Caregivers as per the Eligibility Spectrum within the required Standard timeframes. These investigations will follow the Ministry requirements for Serious Occurrence reporting and the Agency Policies and Procedures.

### GENERAL RESPONSIBILITIES:

#### First-Contact Service Screening

- Receive and assess service user request for services according to the Eligibility Spectrum [child welfare], Ministry guidelines for Developmental Services [MCCSS] and Family Visitation & Exchange Services [MAG] and agency Policies and Procedures.
- Provide information as requested and complete referrals to other services as necessary.

- Review file records to assist the Supervisor in assessing need and immediacy of agency response according to the Eligibility Spectrum and agency Policies and Procedures.
- Complete follow-up telephone contacts with service users as required by policy, procedure and standard.
- Complete Intake reports, clinical records, and other administrative requirements in accordance with the C.Y.F.S.A., Ministry standards and guidelines, and agency Policies and Procedures.
- Utilize technology and information systems to process and retrieve information as per agency expectations, including the inputting of initial information as per the Referral Report/New Information form.
- Complete file disclosures as assigned by the Manager.
- Provide telephone support to service users in crisis and facilitate transfer to back-up or assigned worker.

#### Community-Caregiver Investigation Specialist

- Respond to community-caregiver investigations within given response time
- Complete Investigative interviews and processes intended to determine threat of harm to a child as per Agency protocols and standards.
- Participate in multi-disciplinary case conferences with Child Welfare staff and collaterals to discuss case planning, assessment and recommendations as related to Community-Caregiver Investigation.
- Provide consultation to community collaterals.
- Participate in agency training programs as required.
- Review weekly Referral Centre/Community Caregiver activities with assigned supervisor.
- Carries out other related duties as assigned.

#### Difficulty of Execution:

Major area of difficulty lies in ability to effectively engage with service user on first contact through questioning to gather pertinent referral information about the services needs of a particular individual, child, adult or family. The individual needs to be able to clearly communicate the potential service response and process for any of the Agency's umbrella of services as per each designated service eligibility. At times, the First-Contact Service Screener must meet face to face with potential service user and, therefore, may have to deal with service users who illustrate anger and have to be diffused.

## **PERFORMANCE INDICATORS**

- Able to work from the Eligibility Spectrum and recommend coding to assigned Supervisor related to Child Welfare case types and response times.
- Able to work from the service eligibility requirements as set-out for triaging Development Service request and make recommendation to assigned Service Manager.
- Able to work from the service eligibility requirements as set-out for triaging Family Visitation and Exchange Services requests as per Ministry of the Attorney General and make recommendation to assigned Service Supervisor.
- Ensure standards are met and to ensure that cases are coded appropriately are held quarterly.
- Demonstrated use of Signs of Safety Model (principles, philosophy, tools) in case planning and recording

## **SKILL REQUIREMENTS:**

- Ability to identify systemic barriers to equity and anti-oppressive practices and apply this lens to your work with FCSRC.
- Knowledge, experience, and understanding of the culture, history and current oppressions experienced by marginalized groups.
- Ability to understand and apply anti-colonial, anti-racist, anti-ableist, anti-cisgenderist, anti-ageist, anti-classist, anti-heterosexist lenses to social problems.
- Ability to demonstrate critical thinking and implement evidence-based research into practice
- Understanding of the CYFSA, Signs of Safety, Anti-Oppressive Practice and Strength-Based approach
- Individual counselling and group facilitation skills
- Understanding of the CYFSA, Signs of Safety, Anti-Oppressive Practice and Strength-Based approach
- Ability to collaborate as part of a multi-disciplinary team
- Computer skills – knowledgeable about computer-based technologies relevant to report writing, the collection and maintenance of service user information, data and other common office tasks
- High degree of professional self-motivation and organizational skills.
- Demonstrated ability to exercise tact and diplomacy when working with service users and collaterals.
- Above average attention to detail.
- Excellent oral, listening and written skills.
- Demonstrated computer literacy according to job requirements.
- Valid driver's license in good standing.

**KNOWLEDGE & EXPERIENCE**

- The First-Contact Service Screener is an Authorized Child Protection worker. The minimum qualification shall be an Honours University Degree in Social Sciences or a Bachelor of Social Worker Degree.
- Bilingual

**WORKING CONDITIONS**

- Normal office working condition apply

**SALARY:** Children Services Worker Grid