

Working Title		Name	
Casework Supervisor			
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry Children and Youth Services
Present Classification		Requested Classification	
Dept ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities; the framework within which the job has to operate and the main contribution to the organization (see **Section 2.3**).

Alberta Children and Youth Services is committed to ongoing improvement and pursuit of excellence in services to children, youth and families. The Casework Practice Model builds on the evolution to-date and the ongoing evolution of casework practice and directions provided by the Child Youth and Family Enhancement Act (CYFE Act). The CYFE Act places a great emphasis on assessment of children and families in determining the safety of the child, the need for intervention and the type of intervention required. The Casework Practice Model is based on the philosophy that children, youth and families should have input into the decisions that affect their lives. Assessment, engagement and collaboration are cornerstones of the Model.

The Casework Supervisor is responsible for supporting the alignment of casework practice with the direction of the regional authority and the Ministry. The Casework Supervisor's primary activities are to ensure that the interventions of Intake Worker, Assessor, Caseworker and Generalist are based on sound practice and that decisions support the safety of the child and the integrity of the family; to ensure Ministry policies and procedures are implemented; to build capacity of the staff reporting to the position; to support critical thinking and analysis; to provide direction and support for practice; to assess worker strengths and match to workload/caseload and to ensure that program services are delivered in accordance with accepted practices and within the guidelines prescribed by legislation, regulations and ministry policy and procedure.

A primary focus of the Casework Supervisor's role is *Casework Practice Supervision* - supporting quality of work by providing regular opportunity for the staff to reflect upon the content and process of their work and providing coaching and mentoring. Consultation is also provided at key decision points within the Casework Practice Model.

A secondary role is that of *Administrative Supervision* - includes responsibilities related to how the staff conduct themselves as professionals; compliance with legislation, regulation, policy and procedures. This position provides resources and structures the work environment to enable workers to perform their jobs effectively.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see **Sections 2.1** and **2.2**).

Supervision/Leadership

The Casework Supervisor supervises staff in a manner that provides the child, youth and families with the best possible service in accordance with parameters of the position.

The majority of the time spent is on *Casework Practice Supervision*:

- Clarifies roles and expectations
- Establishes norms that reflect professional accountability and quality assurance. This includes detailing and discussing written documents, time, confidentiality, phone calls, oral communication, and agreements that are reached:

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- Develops congruence between fundamental values and practice
- Assesses practice against values and culture
- Translates and integrates values/ideology into practice
- Demonstrates casework practice skills and applies expert knowledge of the Casework Practice Model
- Assists high risk assessment and intake situations
- Builds staff capacity in assessment, analysis, intervention and problem solving skills
- Supports staff to integrate theory, knowledge and research into casework practice
- Supports long-term professional development by supporting training and developmental and learning plans for assigned professional staff
- Supports workers to develop community relationships that will engage formal and informal supports for child, youth and family
- Coaches staff on how to prioritize and organize workload assignments
- Supports staff managing risk within the scope of responsibilities
- Encourages staff health and wellness and develops a safety response process for staff.
- Supports effective decision making
- Helps staff develop a knowledge-guided approach to their work by sharing how to translate theory/research to practice
- Discusses how ethical issues, cultural, gender and socio-political concerns can influence their work with people
- Guides, supports and enhances workers ability in reflective practice and critical thinking through case decisions and the case plans that follow
- Develops caseworker capacity based on an assessment of the caseworker's readiness and willingness
- Assesses workers' strengths and matches to workload/caseload
- Identifies training needs
- Plays a helping role by identifying successes and barriers in the practice of individual caseworkers
- Provides support through individual and group supervision and case consultation
- Provides direction for practice that is consistent with legislation, policy procedures and the Casework Practice Model
- Provides an environment that is sensitive to meeting the needs of staff
- Provides coaching and mentoring and provides timely feedback
- Confirms and advances the knowledge and skills of the caseworker
- Facilitates learning, training, sharing experience and knowledge
- Informs, clarifies, guides, advises, suggests and helps workers find solutions and solve problems
- Defines and/or develops next steps toward enhancing performance by drawing upon observation of practice, interactions with the caseworker, and analysis of the caseworker's behaviours and activities
- Provides support through individual and group supervision and case consultation
- Establishes Quality Assurance by :
Ensuring staff:

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- are consulting throughout the casework practice process
- are adhering to legislation, regulation, standards and policy
- are adhering to legislation, regulation, policy agreements and protocols regarding Aboriginal children
- are utilizing resources available effectively
- are providing quality intake and assessment/analysis
- are providing quality intervention services
- are utilizing a child focused, family centered strength based approach

and by:

-identifying deficits and areas for improvement

-taking corrective actions when required

-reviewing/monitoring the assessment and case plan

-reviewing/ auditing files

-observing staff interaction in the field with the family and providing feedback obtained on the caseworker's skills to ensure following necessary practice skill sets:

1. Conceptual Skills

- Working knowledge base of the Act, regulations, policy and procedures, understands how the *Matters to be Considered* impacts practice, good understanding of family systems theory, knows principles of human development, family development and family life cycle issues pertaining to the case, understand human interaction and normal family processes, how gender and culture have an impact on the client and on practice issues and knowledge of assessment strategies
- Systems perspective and understands systems concepts, thinks in systemic cultural and contextual terms, knows the difference between content and process issues and can recognize hierarchy issues and can identify systemic gaps, etc.
- Knowledge of family practice theories, all work done is linked to the Casework Practice Model and recognizes links between perceptions, resources, issues and potential solutions
- Awareness of their own personal practice and how that is a factor in casework practice

2. Perceptual Skills

- Ability to recognize all factors including their impact on the client/professional system
- Can hypothesize systemic, general or specific theory and can formulate casework plans based on these
- Can integrate, evaluate and differentiate theory and practice, utilize concepts and describe the interventions that fit with theory and hypotheses

3. Intervention Skills

- Knows and employs techniques of joining; engages family; establishes rapport; communicates clearly; demonstrates empathy, caring and respect; lays ground rules for practice; collaborates with the family and stakeholders; sets up workable agreements; sets appropriate boundaries and avoids triangulation without making client feel interrogated and conveys a sense of competence, authority and trustworthiness.

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- Has ability to: assess clients appropriately; is skilled in interviewing; can clarify presenting problem; explore previous solutions and gather information; determine the strengths and resources of the family while being sensitive to gender, race and cultural issues.
- Has the ability to: formulate multiple hypotheses and come to a correct analysis; develop agreements; set clear, reachable goals in consultation with family; modifies case plan when appropriate and uses theory-specific interventions appropriately with rationale

- 4. Evaluation Skills
 - Can articulate: thoroughness of assessment and analysis; all related linkages; effectiveness of interventions; and aspects of client's feedback to assessment and intervention.
 - Can self evaluate: their skills; recognize signs and personal issues that may interact in practice; and can: integrate feedback into professional development; and work with supervisor on ongoing evaluation striving to improve where needed and recognizing strengths.

- **Decision/Approval Provided at Identified Decision Points**
 - Ensures adherence to legislation, regulations, standards and policy
 - Identifies and elevates issues, consulting with senior staff as required. Seeks expertise of others when appropriate
 - Ensures thorough analysis has occurred
 - Provides direction as required
 - Reviews, approves and signs on key decision points in Casework Practice Model

- **Community Liaison/Partnership**
 - Participates in collaborative relationships with community partners to facilitate service delivery and promote understanding
 - Ensures awareness of current services available in the community
 - Ensures utilization of resources

The balance of the time is spent on Administrative Supervision:

- Develops and implements processes to effectively organize, prioritize and monitor workload assignments
- Works within the allocated resources for budget and program
- Provides scheduled unit staff meetings to discuss cases
- Provides feedback to the caseworker regarding: how the caseworker is respectful and positive about others cases, helpful and not demeaning about fellow caseworker's skills
- Ensures caseworkers are aware of ethical issues and follows policies regarding: reporting and consulting with supervisor and/or other authorities; the Government of Alberta Code of Conduct and Ethics, laws on privileged communication, mandatory reporting and duty to inform
- Ensures that case file documentation is done appropriately and in a timely manner

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- Ensures a standard of professional dress and decorum.
- Ensures professional conduct at all times and consults when appropriate
- Has and exhibits the personal attributes required for their position
- Conducts Performance Management (individual and team-directs, coordinates, enhances and evaluates):
 - Sets individual performance goals that are aligned with Ministry business plan and regional operational plan
 - Provides regular and timely feedback on staff performance
 - Assists staff in meeting individual performance goals
 - Ensures orientation of new staff occurs in a timely fashion
 - Ensures employee assessment reports are completed and identifies areas for development and areas of strength.
 - Encourages and support staff to explore and utilize opportunities for learning professional and career development
 - Takes corrective action when required
- Develops effective team/unit:
 - Promotes positive work environment that is sensitive to the needs of the staff
 - Develops/implements strategies to maximize team effectiveness
 - Establishes and maintains the shared vision and goals among team members
 - Creates and provides opportunities for team building
 - Creates an environment that recognizes individual team contributions
- Pursues personal professional development and ensures currency
- Positively represents the organization when interacting with partners and the community
- Reviews and monitors expenditures in accordance with budgets and/or contracts
- Ensures personnel administration is in accordance with regulations, policy, acts and agreements
- Provides input into business planning process and operational planning and ensures alignment
- Participates in staff recruitment
- Collaborates with staff within the Region and within the Ministry
- Position may also supervise other program areas

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see **Section 2.4**).

The Casework Supervisor acts with considerable independence and has Delegation of Authority. Decisions are driven by consideration for the child/youth and their family and professional judgement within the parameters of the CYFE Act, other related legislation, Regulations, Policies and Standards and philosophy of the Casework Practice Model. Consideration is also given to the CFSA and Ministry business plan, Financial Administration Act, ministry wide direction and human services legislation, regulations, policies and procedures. Ensures the alignment of casework practice with the directions of the regional authority, the business plan of the regional authority and the business plan of the ministry. Primary role is Casework Practice Supervision followed by a secondary role of Administrative Supervision.

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see Section 2.4).

This position has an impact on the ability of staff to positively impact children and youth safety and the family's capacity to provide a safe and stable environment. Leads, directs, supports, controls and enables or influences staff's capacity, competency, skill, ability and understanding to perform their duties. Positions must support critical thinking and provide direction and support for practice. Continually monitors and evaluates staff compliance to legislation, regulation, standards and policy.

This position is responsible for the performance management cycle for staff reporting to it. It impacts the community's knowledge about children in need and the community's capacity to be a support to the child and family through permanency and case planning goals. Works within communities of cross-cultural diversity.

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

EDUCATION/EXPERIENCE:

Bachelor of Social Work and 2 years related experience or equivalency

LEGISLATION, REGULATION, POLICY, STANDARDS AND SYSTEMS

In-depth knowledge of following legislation and associated regulations, standards, policy and protocols as they relate to and impact intake, assessment and casework practice:

- Child, Youth and Family Enhancement Act and Regulations
- Family Law Act
- Protection of Sexually Exploited Children Act
- Freedom of Information and Privacy Act
- Family Supports for Children with Disabilities Act
- Drug Endangered Children Act
- Protection Against Family Violence Act
- Protection of Children Abusing Drugs Act
- Other new Acts as implemented that directly relate to assessment and casework practice
- Public Service Act
- Master Agreement relevant Subsidiary Agreements

Working knowledge of:

- Youth Criminal Justice Act
- Public Service Act
- Master Agreement
- Financial Administration Act
- Criminal Code
- Mental Health Act
- School Act
- Indian Act

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- Charter of Rights and Freedom
- Dependent Adult Act
- Alberta Health Act

COURT WORK

- Working knowledge of court system related to role and responsibility of Assessor and the Caseworker:
 - Presentation of evidence in court
 - Unique local judicial court procedures and processes
 - Evidentiary and court documentation requirements
 - Court procedures for initiating, obtaining and maintaining legal authorities under the CYFE Act
 - Mandates of other government departments and community agencies
 - Legislation and policy regarding the various legal statuses and implications for practice

CORE Competency: Legislation, Organization and Systems

Human Service Workers will:

- Demonstrate an understanding of the organizational structure of the Ministry, the various delegated agencies, Authorities and own worksite, and the relationships under which they operate
- Understand and describe the mission, goals and program of the Ministry, the Authority or delegated agency and the worksite
- Know, interpret and apply relevant legislation, regulations and policy.
- Demonstrate an awareness and understanding of jurisdictional protocols as they relate to one's role
- Identify systemic issues and advocate for improvements within the organizational structure
- Have an awareness of risk management and liability as it relates to one's role and can respond to sensitive issues according to organizational protocols.
- Understand and use relevant administrative, financial, and information management systems.
- Adhere to the confidentiality guidelines of the organization
- Know and understand communities served and resources (internal and external, formal and informal) available within that community

CORE Competency: Theory and Practise

Human Service Workers will:

- Identify, articulate, and demonstrate application of one's own personal practice approach
- Demonstrate critical thinking and assessment skills in the planning and decision-making processes
- Demonstrate knowledge of factors and conditions that impact family functioning and will apply that knowledge to one's own role
- Demonstrate knowledge of child development and how it may be impacted by environmental and organic factors or conditions and apply that knowledge in one's role

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- Identify, articulate, and demonstrate a range of child management strategies
- Demonstrate knowledge of indicators of child abuse and neglect and can apply procedures and protocols appropriately to one's role
- Have a working knowledge of and exercise safety strategies for self and others

Casework Supervisor Competency: Leadership

Casework Supervisors will:

- Have a knowledge of the vision and business plan of the organization and incorporate this into program delivery
- Maintain knowledge of organizational theoretical frameworks trends and strategies
- Demonstrate effective leadership
- Demonstrate a working knowledge of supervisory role
- Demonstrate the ability to manage the diverse, complex and sensitive nature of one's work
- Develop, model and implement process for conflict resolution
- Have a working knowledge of change management and support staff through change
- Represent your team within the organization, e.g., unit team, district office team and regional supervisory team
- Demonstrate a working knowledge of the unique nature of working with Aboriginal children, families and communities
- Participate in strategic, business and operational planning and implementation
- Ensure involvement in human resource activities
- Work collaboratively with a range of individuals, groups and organizations
- Demonstrate commitment to continuous improvement in the organization

Casework Supervisor Competency: Practice Supervision

Casework Supervisors will:

- Demonstrate a working knowledge of and ensure adherence to all legislation and related program policy within the Ministry.
- Ensure adherence to legislation, policy, regulations, agreements and protocols regarding Aboriginal children and youth
- Demonstrate casework practice knowledge, skills and abilities
- Guide and support reflective practice and critical thinking in casework practice
- Clarify practice roles and expectations
- Provide coaching and mentoring by actively participating in casework activities with staff
- Support staff to effectively integrate relevant theoretical knowledge and research into casework practice
- Support effective decision-making and manage risks within the scope of responsibilities
- Recognizing the nature of the work, provide an environment and a response that is sensitive to the needs

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of staff

- Develop and support a safety response process for staff
- Encourage staff health and wellness
- Ensure staff are consulting throughout the casework practice process
- Demonstrate working knowledge of the Casework Practice Model
- Guide and coach staff on how to prioritize and organize their workload

Casework Supervisor Competency: Performance Management

Casework Supervisors will:

- Have a working knowledge of all personnel-related Acts, regulations and policies and the Master Agreement
- Ensure new employee orientation occurs in a timely manner
- Assess the competencies of staff and identify strengths and areas for development
- Set individual performance goals, ensuring alignment with the Ministry's business plan and the regional operations plan
- Provide regular and timely feedback on employee performance
- Encourage and support staff to explore and utilize opportunities for learning, professional and career development

CORE Competency: Partnership and Teamwork

Human Service Workers will:

- Cultivate, establish and enhance working relationships with a wide network of individuals, interest groups, and service providers
- Work collaboratively and productively with others to achieve results
- Actively participate as a team member

Casework Supervisor Competency: Unit Teamwork

Casework Supervisors will:

- Establish and maintain the shared vision and goals among team members
- Identify and implement strategies that maximize team effectiveness
- Create and provide opportunities for team building
- Create an environment that recognizes individual team contributions.
- Promote a positive work environment

Casework Supervisor Competency: Administrative Supervision

Casework Supervisors will:

- Develop and implement processes to organize, prioritize and monitor workload assignments

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- Work within the parameters of the budget and allocated program resources
- Demonstrate the ability to plan and facilitate meetings

COMMUNICATION SKILLS

The Casework Supervisor demonstrates effective listening and non-verbal communication skills.

CORE Competency: Communication

Human Service Workers will:

- Demonstrate the ability to conduct planned and purposeful interview or communication exchanges
- Demonstrate the ability to ask for, receive and give feedback
- Present written and verbal information clearly
- Educate and provide needed information to others
- Demonstrate the ability to respond appropriately to anger and hostility
- Describe and demonstrate a range of accepted conflict resolution, negotiation and problem-solving techniques

Casework Supervisor Competency: Communication

Casework Supervisors will:

- Demonstrate strong interpersonal and communication skills
- Demonstrate strong writing and verbal skills
- Engage in culturally sensitive dialogue
- Demonstrate the ability to present information

VALUES

The Casework Supervisor believes that one's work with families is transparent and is a collaborative effort and their values are consistent with the Government of Alberta's values of: respect, integrity, accountability and excellence and are consistent with the philosophy of the Act: support preservation of the family and protection of child and youth; child/family has unique strengths and rights to self determination

CORE Competency: Values

Human Service Workers will:

- Demonstrate respect towards clients, colleagues and community members
- Demonstrate genuine interest and caring about individuals and their journeys
- Incorporate belief in family strengths into own practice
- Practice in a manner that reflects the uniqueness of each child

Casework Supervisor Competency: Values

Casework Supervisors will:

- Demonstrate empathy, sensitivity, respect and ethical behavior

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- Value the importance of staff safety
- Value the importance of staff health and wellness
- Demonstrate a commitment to lifelong learning
- Value the diverse nature of staff

COMMUNITY INVOLVEMENT AND PRACTICE

Casework Supervisor Competency: *Community Involvement and Practice*

Casework Supervisors will:

- Positively represent the organizations when interacting with partners and the community
- Support workers to develop community relationships that will engage formal and informal supports for the benefit of children, youth and families
- Identify social trends and community needs to the broader organization
- Demonstrate a working knowledge of how to develop partnerships and collaborate with Aboriginal and multicultural communities.

PROFESSIONALISM

The Casework Supervisor demonstrates respect, empathy, sensitivity and behaves ethically towards clients, colleagues and community members.

CORE Competency: *Professionalism*

Human Service Workers will:

- Know and adhere to the Code of Conduct and Ethics of the organization
- Understand and adhere to the principles of: respecting dignity; individuality; right to self-determination; building on strengths.
- Understand one's role and perform within the scope of one's responsibilities
- Have awareness of one's professional authority and influence, its impact on others and will use that authority and influence appropriately
- Be aware of how one's own personal experience and values impact professional behavior and judgment
- Develop and maintain professional relationships with others
- Demonstrate adaptability, flexibility and creativity in responding to opportunities, challenges and change
- Demonstrate personal responsibility and accountability for decision made and actions taken within one's role
- Evaluate and take initiative in enhancing professional effectiveness within one's role
- Demonstrate the ability to act as an advocate
- Plan, organize, and manage work, set priorities and perform activities in a manner that best uses existing resources and time
- Understand the origins and consequences of work-related stress and use coping and management skills to promote wellness

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DIVERSITY

CORE Competency: Diversity

Human Service Workers will:

- Practice in a manner that reflects understanding of and respect for cultural, ethnic, spirituality and lifestyle diversity

CONTACTS: The main contacts of this position and the purpose of those contacts.

To enable the safety of the child and the development of a comprehensive case plan that meets the identified needs of the child and their family, the Casework Supervisor collaborates where appropriate with:

- Assessment caseworker(s)
- Child with their family and may include extended family
- Professionals (hospitals, schools)
- Colleagues and manager
- Community agencies-service providers
- Legal system (courts, lawyers, RCMP, police)
- Other government program areas (i.e. The Office of the Child and Youth Advocate)
- Interest groups
- Other provincial jurisdictions
- First Nations Band Designate
- Métis Resource Person

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised.

May include: Intake Worker(s), Assessor(s), Caseworker(s), PGO Workers, Generalist(s) and Administrative Staff

CHANGES SINCE LAST CLASSIFICATION REVIEW: This section is not required to be completed if the job description is being written for the conversion to PREP. It should be completed for any subsequent classification requests under PREP.

New service delivery model

ORGANIZATION CHART: An organization chart that includes supervisor peers and staff **MUST** be attached.

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Compensation Manager, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 408-8400 or contact your Ministry Human Resource Office.

Signatu

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned.

Incumbent

Name Signature Date

Manager

Name Signature Date

Division Director/ADM

Name Signature Date