

New

Ministry

Children's Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

T.A.P. Practitioner

Requested Class

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Child Intervention Delivery Division

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The *Child Intervention Delivery Division (CID)* leads Children's Services in the delivery of targeted approaches to support young adults from care as they transition to adulthood, through the *Transition to Adulthood Program (TAP)*. TAP empowers young adults from care to meet their full potential through self selection of specialized pathways to support their needs. The pathways support educational, career, and employment life goals for young adults who are ready to pursue their aspirations. TAP also provides supportive pathways for clients who require a period of stabilization, focused life skills acquisition, or transition to adult disability programming.

The Transition to Adulthood Practitioner is a key professional role within the TAP program, providing engaged, relational, and interactive case management to young adults from care, and their support networks. TAP Practitioners are instrumental in active transition planning with young adults from care, to ensure they are robustly connected to all areas of their life as they emerge into adulthood. TAP Practitioners have the essential role of engaging a young adult's supportive network, as well as fostering connection with a client's self identified family, to ensure a robust natural support network is established and maintained, that will meet the client's needs.

TAP is a voluntary adult program, and TAP Practitioners will require excellent relationship building skills that will nurture trust, and understanding with clients as they navigate the program's pathways, funding structure, and soft supports. TAP Practitioners have individualized mandates with each of their clients based on their *Transition to Independence Plan* goals, and connections. It is the responsibility of the TAP Practitioner to actively support clients in

achieving their self selected transition plan objectives before they are no longer eligible to receive support from Children's Services, as per the *Child, Youth and Family Enhancement Act (CYFEA)*, and its associated policies and regulations.

In order to fully support their clients, TAP Practitioners will need to have positive working relationships and knowledge of both internal and external resources; within Children's Services TAP Practitioners may interact with colleagues in *Advancing Futures, CS RESP Program, Youth Employment Connections Program,* and the *Post Adoption Registry*, as well as GoA colleagues in *PDD, AISH, Alberta Supports, The Office of the Public Guardian, Justice and Solicitor General, Alberta Health Services, Alberta Mental Health and Addiction supports, and Office of the Child and Youth Advocate.* TAP Practitioners will also need to have a working knowledge, and positive working relationship with career and employment organizations, mentoring programs, contracted organizations who provide life skills, addiction and mental health supports, as well as numerous community agencies that will assist young adults from care to meet their transition goals.

TAP Practitioners will be supporting Indigenous young adults from care, and are required to have an active understanding of colonialism, intergenerational trauma, the 60's Scoop, the residential school system and its ongoing traumatic effect on Indigenous communities and adults from care, as well as a working knowledge of Indigenous communities in Alberta and the importance of connecting Indigenous clients to their community, culture, teachings and heritage, active engagement in ceremony and connection to Elders and the land.

To best serve young adults from care, TAP Practitioners will need an active understanding of young adult developmental stages, practice with a trauma informed lens (including intergenerational trauma and the long term effects of trauma experienced while in care), Anti-oppressive practice, an understanding of common mental health considerations, awareness and understanding of sexual and gender diversity, Attachment Theory, Fetal Alcohol Syndrome, substance use/ addiction issues, Harm Reduction, an awareness of the effects of institutionalization on individuals, and Emerging Adulthood Theory.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Collaborative Transition/ Client on boarding into TAP

- Critical review of client file with awareness of trauma, medical diagnoses, mental health / behavioral disorders, brain development (brain science), with attention to education/employment/ life skills/ and other special considerations.
- Review of current transition plan, client goals and areas of connection in consideration of the client file.
- TAP orientation conversation with youth / follow up conversation for pathway selection utilizing established relationship building skills / reading of non-verbal body language.
- Initial client network support meeting utilizing honed facilitation, mediation, and negotiation skills as well as existing knowledge of "Signs of Safety" tools.
- Identify priority client needs (housing, program application, assessments, etc.) through active listening, and reflective conversation skills.
- Provide youth all their documentation, memory books, or any other items Caseworker may have for youth using established knowledge of the CYFEA policy manual, client file structure and CICIO information system.
- Specialized knowledge of the needs and requirements of TAP age demographic from ages 18 to 30.
- Participate in case conferences with casework practitioners, youth, and other natural supports such as youth workers, and caregivers to support a successful transition into TAP.
- Provision of presentations and learning opportunities for CID staff about TAP.

Client Pathway Tracking / Awareness of TAP Team

- Acquire knowledge of, and maintain an ongoing functional understanding of the TAP program, eligibility criteria, all applicable Legislation, Regulations, policies, practices and services/ sub-components, so they can be clearly explained and described to clients.
- A functional understanding of the pathways, and how elements of one pathway may be used to augment

- another, utilizing awareness of each clients individual file and transition to independence plan goals.
- Awareness of all the pathways currently being utilized on assigned caseload.
- General awareness of current trends for the TAP program and any emerging/ imminent issues for the clients accessing it.
- Maintain a functional working relationship with all members of the provincial TAP team, and have an understanding of positional roles.
- Maintain awareness of the ministry of Children's Services and the supports offered to all clients

Ongoing Case Management

- Utilizing organizational and planning skills, arrange/ organize and meet with clients and their support network regularly, and for all mandated meetings; review and action clients transition plan goals / ensure areas of connection are being met.
- Maintain one- on-one relationship with all clients on assigned caseload, and celebrate the important life events as they pertain to their culture/ heritage/ spirituality.
- Document all client contact and relevant case notes utilizing mastery of CICIO and other relevant GoA information systems. Maintain and regularly update the client's transition to independence plan.
- Consult with client on needed life skills, and actively arrange and monitor their acquisition.
- Engage in client directed family finding and facilitate re-connecting / relationship building and providing relevant client supports as needed to support the relationship.
- Establish/ maintain and foster ongoing cultural connections, actively support the client to establish robust relationships/ connection in their identified community/ culture/ heritage/ spirituality.
- Actively participate with clients to create a well planned thought out transition plan to successfully transition out of TAP into adulthood once the young adult has reached their goals.
- Arrange / negotiate the funding for each client based on established standardized rates and any negotiated amounts based on circumstance; ensure clients receives their funds and solution find for issues.
- Have a working knowledge of client rights, resources for client advocacy, dispute resolution and administrative reviews.
- Provide various reports, as requested to TAP leadership / ministry leadership.

Legislation, Policy, Regulations

- A functional awareness and understanding of the following Acts:
 - o Child, Youth and family Enhancement Act (CYFEA)
 - o An Act Respecting First Nations, Inuit and Métis Children, Youth and Families
 - o Child and Youth Advocate Act
 - o Mental Health Act
- A functional understanding of the CYFEA policy manual
- A functional understanding of the Transition to Adulthood Policy and Practice Manual
- CYFEA Regulations as they pertain to TAP
- A functional understanding of client rights while receiving support from Children's Services

Relational

- Be an advocate for TAP clients, both in the community and within the ministry
- Engage in active listening with TAP clients, listening to their needs, their goals, their concerns.
- Celebrate success with TAP clients. Process significant life events with clients and their family/ community/ support network.
- Honor and respect TAP client's identity
- Awareness of how vital a learning tool failure can be, and providing role modeling and support to start again/ move forward.

Problem Solving

Typical problems solved:

- Working within established legislation, policy and regulations while individualizing support for clients
- Responding to client crisis, ongoing issues, trauma response, and resistance

- Ensuring rural clients have the same opportunities / services as urban clients.
- Providing stability to clients while working within a political environment.
- Providing opportunities to clients who do not readily qualify/ are unable to maintain expectations of programing/ education/ employment.
- Working within a new ministry program where unanticipated gaps in policy/ program design may exist.
- Completing mandated processes within a voluntary adult program where clients may not readily comply.
- Relationship building with clients who may be defensive, institutionalized, may have attachment issues, addiction/ mental health concerns, and /or highly traumatized.
- Working from an Indigenous worldview to support Indigenous clients, while within an institution that is established in its processes and functioning of a western perspective.

Types of guidance available for problem solving:

- Consultation with Supervisor / Manager
- TAP team colleagues consultation/ support
- The Transition to Adulthood Policy and Practice Manual
- Children's Services ministry TAP administrative / corporate supports
- TAP Practitioner training / ministry employee training
- Policy to Practice sessions / community of practice
- Children's Services Intranet /staff information pages
- Provincial / Federal Acts;
 - o Child, Youth and family Enhancement Act (CYFEA)
 - o An Act Respecting First Nations, Inuit and Métis Children, Youth and Families
 - o Child and Youth Advocate Act
 - o Mental Health Act

Direct or indirect impacts of decisions:

- Clients may / may not receive all of the supports / services they have access to, or that may best suit their circumstance.
- Potential deterioration or strengthening of clients living situation, supports and support network
- Adherence or noncompliance to relevant rights, Acts, policy, and regulations, and potential legal ramifications as a result.
- Clients may/ may not attain the needed life skills and connections to successfully transition to adulthood.
- Inadvertent re-traumatization and/or stunted developmental stages
- potential mental health / addiction crises, suicidal ideation/ attempts/death by suicide or overdose/ fatal exposure.
- potential positive / negative media exposure for the ministry of Children's Services.

Key Relationships

Major stakeholders and purpose of interactions:

Relationship	Frequency	Purpose
TAP Clients	Daily	Relational / case management
TAP Client support networks/ family	Daily	Service delivery
TAP Team members	Daily	Service delivery
Supervisor / Manager	Weekly	Supervision
Contracted / Community Services	Daily	Service delivery
TAP community of practice	Monthly	Service delivery

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other	Other	

If other, specify:

Social Work, Humanities, Psychology, Sociology

Job-specific experience, technical competencies, certification and/or training:

Youth work, Youth transition to adulthood, working with young adults, 4 years of progressively responsible experience in a related field.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Considers inter-relationships and emerging trends to attain goals: <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	TAP Practitioners will need to consider strategic relationships and services offered by service providers and GoA / ministry partners in the context of emerging adulthood and current science / physiological/ social models, and an understanding of their short/ medium/ long term outcome for clients, and ability to recognize any unintended outcomes of the approach.
Develop Networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Makes working with a wide range of parties an imperative: <ul style="list-style-type: none"> • Creates impactful relationships with the right people • Ensures needs of varying groups are represented • Goes beyond to meet stakeholder needs • Ensures all needs are heard and understood 	TAP Practitioners need to actively engage the natural support networks of their clients / facilitate strategic dialog while concurrently anticipating individual needs / motivation towards the end goals / areas of connection for their clients.
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Creates an adaptable environment: <ul style="list-style-type: none"> • Fosters agility, proactive and flexible practices • Leads and creates momentum for change • Champions plan of 	TAP Practitioners need to maintain a safe environment where clients can explore / lead change in their life, and be supported. TAP Practitioners should be able to anticipate the

		<p>action and overcomes barriers through proactive anticipation</p> <ul style="list-style-type: none"> • Quickly understands and reacts to environment, establishing flexible culture 	<p>choices their clients are likely to make, and be prepared with <u>the outcomes.</u></p>
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	<p>TAP Practitioners need to actively engage the natural support networks, community services and government supports connected to their clients and facilitate strategic dialog while concurrently anticipating individual needs / motivation towards the end goals / areas of connection, and coach dialog when conflict arises.</p>
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>TAP Practitioners need to actively listen to their clients and support network for root causes, and solutions, so that solution finding can access appropriate supports, utilizing resources from other areas, while providing systems feedback to the TAP team.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta:

<p>CI Generalist</p>

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature