

## JOB DESCRIPTION

### Section 1 - Identifying Data

Position Number:	Department: Child and Youth Advocate Office
Position Title: Child and Youth Advocacy Caseworker	Location: Whitehorse, Yukon
Incumbent:	Date Completed: March 8, 2021
Supervisor's Title: Child & Youth Advocate	Medical Clearance Required: No
Supervisor's Position Number: 104146	Security Clearance Required: Yes

### Section 2 - General Summary

Reporting to the Child & Youth Advocate, the senior level Child and Youth Advocacy Caseworker is responsible for the provision of advocacy services for Yukon children and youth by providing information, assistance, advice and support to children and youth, ensuring they have access to services, and their views and rights are considered in decisions made about them. The Child and Youth Advocate is an independent officer of the Yukon Legislative Assembly responsible for administration of the *Child and Youth Advocate Act*.

### Section 3 - Principal Duties and Responsibilities

1. Elicits the views of children and youth accessing advocacy support.
2. Analyzes advocacy issues through a child rights lens and promotes the rights and interests of the child or youth receiving or eligible to receive the designated service, ensures the views and preferences of the child or youth are expressed, particularly if the child or youth cannot express such views and preferences due to their developmental level or inability to communicate.
3. Manages and maintains client records and data entry, prepares comprehensive case documentation reports including detailed reviews and analysis of facts, circumstances and actions taken.
4. Notifies First Nation governments of advocacy involvement, in accordance with the *Child and Youth Advocate Act* and works collaboratively to find culturally appropriate, child rights focused resolutions to advocacy issues.
4. Interacts with families to establish needs and required services for clients through referrals for services. Works with clients to provide and refer families, caregivers, and children to the appropriate services to address identified needs.
5. Assists the Child & Youth Advocate in providing education throughout the Yukon about the role of the office, the rights of children and youth in order to fulfill the legislated responsibility to inform children, youth and the public about the *Child & Youth Advocate Act*, the role of the Advocate and staff, and the services provided.
6. Ensures effective communication with government departments, children, youth, families, community agencies and First Nations. Builds strong collaborative working relationships with a variety of government and non-government agencies and First Nations.

7. Ensures compliance with the *Access to Information and Protection of Privacy Act (ATIPP)* and other provisions in the *Child & Youth Advocate Act* relating to confidentiality, protection, security, and disclosure of information.

**Section 4 - Contacts**

*Describe, in narrative form, the working relationships inherent to the success of the job.*

- Daily contact with the Child & Youth Advocate, Deputy Child and Youth Advocate and Administration/Communications Assistant for the purpose of fulfilling role.
- Daily interaction and good working relationships with children, youth and families seeking assistance from the Yukon Child & Youth Advocate Office.
- On-going contact and effective working relationships with Yukon government front line staff, managers, and senior managers in accordance with developed Protocols, requests for information, exchanging information, training, bringing issues to the attention of government, and resolving issues referred to the Child and Youth Advocate Office by children, youth, or others.
- Contact with community agencies, youth groups, and service-providers to coordinate advocacy services for children and youth in Yukon.
- Contact with First Nations to notify them when the Child and Youth Advocate Office will be assisting a First Nation child or youth with an issue, to seek knowledge of First Nation traditions and values, and to coordinate advocacy services.
- Contact with members of the public to provide information about the role of the Child & Youth Advocate Office.

**Section 5 - Specific Accountabilities**

What are the expected end results of this position, i.e., what are the impacts of performing the Principal Duties and Responsibilities?

- Administering the *Child and Youth Advocate Act* in a professional, effective, and efficient manner.
- Champion and provide expert advice in children’s rights and model the effective use of collaborative, informal methods of resolving disputes.
- The impacts of the activities of the Child & Youth Advocate Office are expected to make a difference in the lives of individual children and youth and lead to greater prominence and respect for the views, preferences and rights of children and youth in the Yukon.

**Section 6 – Budget (if applicable)**

1. a) What is the Annual Budget for the unit under the direct control of the position? Nil

Fiscal Year	2022/23
Annual Payroll	N/A
O&M Budget (excluding Payroll)	N/A
Capital Budget (excluding Payroll)	N/A
Revenues	N/A
Recoveries	N/A

- b) Does the position have the authority to reallocate resources, i.e., transfer budget funds? No

**Section 7 - Working Environment**

This position works in a small office responsible for a variety of legislated duties. The Child and Youth Advocacy Caseworker is responsible for assisting the Child and Youth Advocate and Deputy Child and Youth Advocate to manage and implement all duties set out in the *Child & Youth Advocate Act*. This position is expected to juggle multiple tasks and deadlines, respond to clients promptly and manage public expectations. The incumbent will deal with children, youth and adults who may be emotional, angry, confrontational, and defensive. The Child and Youth Advocacy Caseworker will be challenged to maintain a professional response in all situations.

**Section 8 - Signatures**

The above information on this description has been designed to indicate the general nature and level of work to be performed by the employee. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities assigned to this job.

**Child and Youth Advocate:** ----- **Date:** -----

**Director, Human Resources:** ----- **Date:** -----

**Section 9 - Organization Chart**

