



Family and Children's
Services Niagara

Les Services à la famille
et à l'enfance de Niagara

Job Posting

After Hours Worker

Hours: Elect to Work

Position Type: Part Time, Union

Compensation: Based on Shift Type - \$28.87 (Telephone and Community Response), \$19.11 (Trainings, Meetings, Supervision), and \$17.55 (On Call)

WHO WE ARE

Family and Children's Services has been making a positive difference in the lives of children, youth, and families in Niagara for more than a century. As a multiservice agency providing child welfare services, fostering and adoption, counselling, and childcare, the team at FACS Niagara works to keep children safe and families strong.

POSITION SUMMARY

Under the direction of the Child Welfare Supervisor, the After Hours Worker is responsible for providing child protection services in response to referrals and situations presented as emergencies after regular business hours and on weekends, scheduled Holidays, or when the Agency closes the office during regular business hours.

KEY RESPONSIBILITIES

After Hours Services

- Under the direction of the Child Welfare Supervisor, receives and records all emergency child protection referral information and assigns the required eligibility spectrum code
- Completes required electronic file searches and fast track checks
- Consults in all cases with the Supervisor, to assess the immediate safety of the child and the need for immediate intervention, prior to responding
- Under the direction of the Child Welfare Supervisor, the After Hours Worker seeks direction on apprehensions, placements and/or follow-up services
- Completes all mandatory documentation
Constantly keeps the Supervisor apprised of any/all situations and status of service delivery/interventions

Other Related Professional Activities

- Actively participates and engages in team and staff meetings, service training sessions and other meetings/sessions as required
- Supports the team and supervisor and works with team members to ensure department, family and children's needs are met

- Knows and adheres to all applicable FACS policies, procedures and relevant administrative practices
- Meets or exceeds all accountabilities and achieves continuous quality improvement and excellence in all activities and outcomes
- Participates in mandatory learning/education to maintain and update skills and knowledge as required
- Assists in the training and orientation of peers
- Works in compliance with the provisions of the Occupational Health and Safety Act of Ontario and the regulations
- Performs other duties as required

EXPERIENCE AND EDUCATION

Qualifications

- Bachelor of Arts in Humanities or Community College Diploma in Social Services or related field
- 2 years related work experience
- Solid knowledge of eligibility spectrum screening tool and CAS programs and services
- Good knowledge of legislation governing child welfare including CYFS Act, Ministry standards, Children Law Reform Act, Foster Care standards
- Valid G Driver's License and access to a reliable motor vehicle with appropriate liability insurance is required
- Must be available for all scheduled shifts

GENERAL SKILLS AND ABILITIES

- Good ability to use MS Office applications (e.g. Word, Excel, etc.)
- Solid written, oral communication and interpersonal skills providing constructive, meaningful and timely interaction with all levels of staff in a professional, competent manner
- Ability to think analytically with attention to detail in the presence of frequent interruptions
- Good ability to problem solve and to make decisions/recommendations of sound judgment, often in crisis or emergency situations and to manage the crisis situation appropriately
- Good understanding and commitment to quality service and best practice
- Self-directed with a solid ability to organize, plan, prioritize and multi-task
- Accountable for own actions and decisions, making decisions within the scope of the position and referring issues/problems/events to the supervisor as required
- Flexible, adaptable and responsive to change
- Ability to deal with highly sensitive and personal information in a confidential manner; acts with integrity and trustworthiness
- Detail-oriented
- Solid written documentation skills that are clear, thorough, concise accurate and timely
- Excellent ability to work with and meet tight timelines
- Ability to communicate in French or another language an asset

EFFORTS AND WORKING CONDITIONS

- Short periods of sitting and computer/phone use
- The incumbent has the freedom to move about or change position at will
- Multi-tasks, may be within a fast-paced, high-volume and demanding environment
- Occasional periods of data analysis and proofing of records required
- Frequent interruptions, often dealing with critical issues
- Occasional travel to FACS sites or within the region
- May be exposed to potentially hazardous environments including driving conditions and situations in client's homes
- Occasional lifting of up to 10lbs
- Provides on-call support evenings and weekends on a rotating basis

Please apply with your cover letter and resume by January 30, 2026, at 4:30pm, to shawna.mcelroy@facsniaagara.on.ca.

We thank all applicants however only those considered for an interview will be contacted.

This posting is to fill a vacancy in the After-Hours department.

Please note you will be required to receive an updated Vulnerable Sector Check every 3 years to continue employment at Family and Children's Services Niagara.

Family and Children's Services Niagara is an equal opportunity employer committed to inclusive barrier free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated through this process.