

Position Title:	Child Support Assistant
Job Grade:	Two (2)
Department:	Child Welfare Services / Child & Family Reintegration Services/ Tobago Operations
Position Reports to:	House Co-Ordinator
Position Status:	Contract

SUMMARY OF POSITION:

The Child Support Assistant (CSA) play a pivotal role as the primary caregiver and protector for children under the care and protection of the Children's Authority of Trinidad and Tobago (CATT). With a focus on the safety, well-being, and holistic development of each child, the CSA nurtures, supervise and foster a positive and meaningful relationship with children within the CATT community. They serve as a compassionate advocate, ensuring that each child's unique needs are met with sensitivity and care, while also collaborating closely with other team members to create a supportive environment that promotes the child's overall growth and development.

PRINCIPAL ACCOUNTABILITIES / KEY FUNCTIONS:

- ⇒ Provide compassionate care and support to children with mental health and behavioral challenges, addressing their unique needs with sensitivity and understanding.
- ⇒ Ensure that the children's personal hygiene, care and safety needs are taken care of. This would include grooming, nutrition and basic psychosocial needs such as positive love and affection, ethical and moral values, hope, confidence and self-worth.
- ⇒ Identify changing needs and conditions (inclusive of negative effects of the environment) of the children, notifying the respective House Co-Ordinator of any signs of any emotional, physical or developmental issues via the established medium.
- ⇒ Provide crisis intervention and de-escalation support as needed, utilizing trauma-informed techniques to ensure the safety and well-being of all children.
- ⇒ Serve meals and snacks and supervise and assist with homework and revision as required.
- ⇒ Work closely with the Psychologist and House Co-Ordinator to develop and facilitate appropriate daily activities to support children's need for play/recreation, continuous learning, and physical exercise.
- ⇒ Collaborate with multidisciplinary teams to develop and implement strategies for managing challenging behaviors and promoting positive outcomes for children within the Authority's care.
- ⇒ Accompany children during security searches and appointments with parents, doctors, school etc.
- ⇒ Administer First Aid, routine tests (blood-pressure, blood-sugar) and CPR as required.
- ⇒ Maintain accurate and detailed records, prepare critical incident reports and handover documentation of important activities/occurrences.
- ⇒ Perform other related duties as assigned by the House Coordinator or Team Lead.

REQUIRED QUALIFICATIONS & EXPERIENCE:	
Education:	Minimum <ul style="list-style-type: none"> Associate Degree in a Social Science (Social Work, Psychology) or related field.
Certification:	<ul style="list-style-type: none"> Conflict/Crisis/De-escalation Management Current Food Badge Child Protection and Safeguarding Certification will be considered an asset Valid CPR and First Aid Certification will be an asset Fluency in Spanish will be an asset
Experience:	Minimum <ul style="list-style-type: none"> Experience dealing with at risk youths and challenging teens Three (3) years' experience working with children (engaging children and/or teenagers) preferably within a residential care setting for children with mental health and trauma-related challenges. Experience with abuse, trauma and trauma informed care will be considered an asset

REQUIRED BEHAVIORAL COMPETENCIES:
<ul style="list-style-type: none"> • Crisis Management: Provide crisis intervention and de-escalation support using trauma-informed techniques. • Judgement: Make sound decisions based on fact rather than emotion; analyzes problems skillfully; uses logic to reach solutions. • Problem Solving: Anticipate problems; sees how a problem and its solution will affect other units; gathers information before making decisions. • Organization: Manage multiple projects; able to determine project urgency in a practical way; uses goals to guide actions. • Cooperation & Teamwork: Work harmoniously with others to get a job done; responds positively to instructions and procedures; able to work well with staff, co-workers, peers and managers; shares critical information with everyone involved in a project; works effectively on projects that cross functional lines • Quality of Work: Maintain high standards despite pressing deadlines; does work right the first time; corrects own errors; regularly produces accurate, thorough, professional work. • Reliability: Responsible, complete work in a timely and consistent manner; work hours necessary to complete assigned work; is regularly present and punctual; arrive prepared for work; is committed to doing the best job possible; keep commitments. • Support Diversity: Treat all people with respect; values diverse perspectives; participates in diversity training opportunities; provides a supportive work environment for a multicultural staff; treats others fairly without regard to race, sex, color, religion, mental or physical ability, health status, nation of origin, gender identity or expression or sexual orientation; recognizes differences. • Leadership: Inspire and motivate others to perform well and accepts feedback from others.

REQUIRED SKILLS:	
<ul style="list-style-type: none"> • Knowledge of the Child Protection Act and other relevant legislation. • Knowledge of child development, mental health, trauma, and behavioral interventions. • Ability to provide compassionate and trauma-informed care to children with diverse needs and backgrounds. • Strong communication and interpersonal skills to effectively interact with children, families, and multidisciplinary teams. • Ability to remain calm and composed in high-pressure situations. • Ability to display tact and sensitivity in dealing with children with special needs, providing firm but compassionate structure and accountability. • Ability to commit to continuous learning and professional development in children's mental health and trauma care. • Proficiency in writing detailed and accurate reports. • Strong observation skills to identify and respond to children's needs. • Ability to collaborate effectively with multidisciplinary teams and external stakeholders. • Knowledge of best childcare practices. • Proficient in the use of Microsoft Office Tools for documentation and communication. 	

POSITION SCOPE:	
Reports: <div> <div>Direct</div> <div>Indirect</div> </div>	<ul style="list-style-type: none"> ▪ Nil ▪ Nil

KEY CONTACTS:	
Internal:	<ul style="list-style-type: none"> ▪ Children within the Care of the Authority ▪ House Coordinator and Team Lead ▪ Psychologist and Medical Personnel
External:	<ul style="list-style-type: none"> ▪ Parents and family members of Children ▪ Court Officials ▪ Schools ▪ Medical Institutions ▪ Law Enforcement