

**THE CHILDREN'S AUTHORITY OF TRINIDAD AND TOBAGO**  
**JOB DESCRIPTION – CHILDREN'S SERVICES ASSOCIATE, Investigation**

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**Job Title:** Children's Services Associate, Investigation

**Department:** Care Services

**Section:** Care, Legal and Regulatory Services

**Reports to:** Team Lead, Investigation

**Indirect Reports:** NA

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### **JOB SUMMARY**

The **Children's Services Associate, Investigation (CSA)** is tasked with the responsibility of launching inquiries into all reports made to the organisation that involve children in need of care and protection. The main goal of the CSA is to substantiate or not substantiate the respective allegations made by reporters to the Children's Authority. When necessary, the CSA when is also responsible for receiving children into care. This is determined by the level of risk that each child is exposed to at the time of the intervention.

When carrying out this responsibility the CSA will be required to prepare relevant reports for the application of court orders in respect of receipt of children into care.

All activities must be geared towards maintaining the highest levels of service to all internal and external stakeholders, must be sensitive to children's issues, and must conform to the guidelines and standards set by the Authority and to all legal, regulatory and statutory requirements.

### **KEY RESPONSIBILITIES AND DUTIES**

- i. Conduct investigation into reports of children allegedly in need of care and protection.
- ii. Conduct investigative interviews with victims, reporters and other stakeholders in all cases assigned by the Team Leads, primarily to address the needs of the children concerned. The best interest of the child shall be the first priority when making decisions.

- iii. Determine the safety of children who are subjects of reports of abuse, neglect and/or abandonment and decide on initial responses or courses of action in line with the investigation protocol.
- iv. Explore signs of the reported abuse, neglect or injury.
- v. Investigate assigned cases in accordance with the established maximum timeline of 30 days.
- vi. Provide timely feedback to the Team Lead, Investigation regarding assigned reports for investigation.
- vii. Prepare reports regarding investigation conducted and make the necessary recommendations regarding the validity of the report made.
- viii. Ensure that difficulties or challenges that are encountered while undertaking any investigation are immediately communicated to the Team Lead, Investigation.
- ix. Prepare and submit reports to the Team Lead, Investigation for review in a timely manner.
- x. Enter relevant information in the Investigation Module of the Child Protection Information Management System.
- xi. Collaborate professionally with partner agencies.
- xii. Attend court as part of a team that makes a petition to the court or provide testimony on behalf of a child.
- xiii. Interacts meaningfully with persons and organisations that refer children to the Authority with a view to understanding the issues related to the child so that decisions can be taken in the best interest of the child.
- xiv. Maintain documented records/ investigation notes of the personal history, interventions and action plans related to each child and submits appropriate reports to the Team Lead, Investigation.
- xv. Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications and participating in professional societies and advising on trends in social services management.
- xvi. Supports the development and maintenance of a team environment by performing other related duties.

## **MINIMUM QUALIFICATIONS AND EXPERIENCE**

- Bachelor's Degree in Social Work, Social Sciences, Psychology, Counselling or related field.
- Two years' experience in the social services field would be an asset.
- Voluntary/internship experience working with children and/or families.
- Working knowledge of social services agencies in Trinidad and Tobago.
- Working knowledge of social problems and cultural norms in Trinidad and Tobago, especially as they relate to children.
- Working knowledge of laws relating to the protection of children
- Working knowledge of social intervention strategies.
- Or equivalent combination of training and experience.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Confidentiality with respect to information records concerning families and children.
- Communication (both written and oral) and interpersonal skills.
- Planning and organizational skills.
- Team work skills.
- Analytical and problem-solving skills.
- Customer service orientation.
- Demonstrable interest in children, their needs and rights.