THE CHILDREN’S AUTHORITY OF TRINIDAD AND TOBAGO
JOB DESCRIPTION - TEAM LEAD – INVESTIGATIONS (TOBAGO)

Job Title: Team Lead, Investigations
Department: Investigations
Section: Care Services
Reports to: Investigations Manager
Direct Reports: Children’s Services Associate
Indirect Reports: Children’s Services Assistant

JOB SUMMARY
The Team Lead, Investigation is responsible for leading the investigation of reports received on children who are at risk in Tobago. The role involves:

- Supervising and supporting team members on approaches to routine and complex investigations and providing learning and development opportunities to the team.
- The review of investigative reports to assess them for completeness of information to support court applications.
- Working with team members to resolve issues that may hamper the progress of an investigation.
- Routinely liaise with key stakeholders groups to collaborate on information gathering in order to understand the risks to which a child may be exposed.

When carrying out this responsibility the Team Lead may be required to access children, families and community members in private homes, community residences, schools and other social spaces.

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

KEY RESPONSIBILITIES AND DUTIES

i. Contributes to the overall effectiveness of the Authority by implementing the Investigative framework, structures, systems, policies, programmes and protocols to support the Authority’s mandate.
ii. Implements the delivery of investigative services, ensuring the maintenance of and compliance with all operating protocols, standards and procedures.

iii. Effective implementation of plans, programmes and protocols by collaborating with current stakeholders to optimize service delivery.

iv. Maintains relationships with key stakeholder such as the Police Child Protection Unit, Ministry of Education, etc so that investigations can be advanced in a timely manner.

v. Develops and implements systems for capturing, maintaining and reporting on up to date, accurate and complete information on investigations conducted.

vi. Conducts case review meetings with team members.

vii. Supervises all reporting staff and continually monitors and assesses their performance so that they deliver services to the required standard.

viii. Provide on-the-job training and mentoring of staff so that they understand what they are required to deliver towards achievement of the department’s objectives.

ix. Formally appraise staff performance on an annual basis and make recommendations for filling any gaps in performance.

x. Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications and participating in professional societies and advising on trends in social services management.

xi. 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 Management or related field is essential.

- MSc qualification in Social Work, Social Sciences, Psychology, Counselling or Management would be an asset.

- At least five (5) years’ experience in the social services field.

- Three (3) years’ supervisory/managerial experience.
• Experience working with children and 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.

• Demonstrable interest in children, their needs and rights.