

MATAWA FIRST NATIONS MANAGEMENT



Job Description

WiiChiiHehWayWin
Outreach Worker

PURPOSE OF THE POSITION

Matawa First Nations Management is a Tribal Council with a membership of nine (9) First Nations communities of Aroland, Constance Lake, Eabametoong, Ginoogaming, Long Lake #58, Marten Falls, Neskantaga, Nibinamik and Webequie. The Matawa First Nations Management provides technical and professional advisory services and programs to its member First Nations.

Matawa Health and Social Meno Biimadeswin (HSMB) provides some services to urban Matawa members for social supports and emergencies. Matawa WiiChiiHehWayWin Outreach Project was established to increase supports for members living in Thunder Bay who are experiencing social hardships especially during this COVID-19 Pandemic.

SCOPE

The WiiChiiHehWayWin Outreach Worker works under the direction and supervision of Matawa Health & Social Meno Biimadeswin Director. or designate. The Matawa WiiChiiHehWayWin Outreach Worker will work directly with the WiiChiiHehWayWin Lead Navigator and closely with other Matawa HSMB program staff.

The WiiChiiHehWayWin Outreach Worker will work to support and advocate for Matawa area members who reside in Thunder Bay, primarily, those who are experiencing substance use and mental wellbeing challenges during COVID-19 Pandemic. The main purpose of the position is to provide crisis intervention, respond to crisis calls and ensure Matawa First Nation members receive appropriate services.

RESPONSIBILITIES

The WiiChiiHehWayWin Outreach Worker is primary responsible for responding to crisis of individuals and/or families reaching out for help especially related to mental health, addictions and safety. The Outreach Worker works to ensure individuals/families are provided with appropriate interventions and services as required.

1. Direct Services:

- respond to emergency/crisis calls-ie: high risk individuals, search missing person,
- establish and maintain contacts with agencies, police, patrol team, drop-centers, soup kitchens, etc
- monitor high risk areas where individuals may frequent within the city-
- assist in gathering information of service agencies
- connect and document calls received from individuals & families
- assist individuals and families to access services as needed such as -calling on their behalf, completing applications, and/or providing translation
- make appropriate referrals to services
- work with Matawa Crisis Response Team and other local teams
- participate in client management and care planning with service providers
- conduct client follow up and appropriate wellness checks
- advocate for direct services in consultation with the WiiChiiHehWayWin Lead Navigator

2. Communication:

- provide daily communication to WiiChiiHehWayWin Lead Navigator, HSMB staff and other service providers
- foster positive working relationship with members and service providers
- participate in meetings related to planning and support services as required

3. Administrative:

- keep confidential client records for data entry
- complete all necessary documentation, including written records/reports
- perform other related duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

The incumbent must have proficient knowledge and experience in the following areas:

- Possess a high school diploma or study in field of Social Work
- Experience in crisis response
- Fluency in Cree or Ojibway is a definite asset
- Good knowledge of services provided in city of Thunder Bay
- Good knowledge of Matawa First Nations communities
- Strong understanding of First Nation needs
- Strong understanding of First Nation communities' culture, traditions and practices

Skills

The incumbent must demonstrate and/or possess the following:

- Excellent interpersonal and networking skills
- Ability to provide coaching skills
- Ability to navigate complex crisis situations in a calm, effective manner
- Ability to provide a high level of care, guidance and support
- Ability to deal effectively with conflict and crisis
- Excellent communication, oral and written skills
- Ability to work under minimal supervision
- Ability with computers, computer programs and other office equipment

Personal Attributes

The incumbent must demonstrate the following personal attributes:

- Maintain strict confidentiality
- Maintain standards of conduct
- Demonstrate sound work ethics
- Be consistent, accountable, and transparent
- Cultural awareness and sensitivity
- Respect, honesty and integrity
- Take initiative, self-motivated
- Flexibility and Punctuality

WORKING CONDITIONS

Physical Demands

- May have to lift, carry and manage equipment and supplies
- May have to work odd or long hours at a time to complete special requests or projects
- May have to spend long hours sitting and using office equipment, computers and attending meetings.

Environmental Conditions

- May find the environment busy and manage all types of stressful calls
- May travel to community in all types of weather conditions
- May have to manage a number of people and projects at one time

Sensory Demands

- May spend long hours with use of computer and may experience eye strain and occasional headaches

Mental Demands

- May work long hours in the event of an emergency/crisis
- May experience mental strain, trauma and stress

CERTIFICATION

<hr/> Employee Signature	<hr/> Supervisor's Title
<hr/> Printed Name Date	<hr/> Supervisor's Signature Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
<hr/> Chief Executive Officer's Signature Date	
I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.