

# MATAWA FIRST NATIONS MANAGEMENT



Job Description  
Social Services Framework

## Family Support Worker

## **PURPOSE OF THE POSITION**

Matawa First Nations are nine independent First Nations who have come together to address the high number of Matawa First Nation children in care in First Nation communities and in the city of Thunder Bay which are taking a toll on individuals, families and communities in both the short and long term.

Matawa First Nations Chiefs called for the development of community-based, culturally appropriate and responsive care models for children with a focus on prevention and family reunification.

The purpose of this position is to provide centralized intake to Matawa families and support the administrative needs of the program.

## **SCOPE**

Intake workers will support Matawa Families in a culturally rooted, holistic way, to assist in navigating through the complexities involved in child welfare matters and prevention. The workers will field inquiries, and complete basic intakes for clients requiring assistance through the Social Services Framework. They will also assist with administrative tasks.

## **RESPONSIBILITIES**

- Work with, educate and coach families involved with child welfare systems to provide crisis management and stabilization, cultural support, information and system navigation.
- Empower families to articulate their needs and goals, to advocate for themselves.
- Advocate for families, and work with families in ways that are more holistic and culturally competent.
- Ensure Indigenous culture, traditions, and values are included in all aspects of service delivery in a holistic manner and respectful of the Community Member's needs to promote their healing.
- Build trust with families and develop a dependable and reliable relationship.
- Discuss concerns identified by families with relevant service providers to explore possible ways to work more effectively.
- Provide access to cultural and traditional support, through methods such as circles, teachings, ceremonies and Elders/Traditional Healers.
- Teach/inform families of their rights, roles and responsibilities;
- Educate and inform families as they navigate the complexities of the child welfare systems, to ensure they access services they need.
- Educate families and empower them through a strengths-based approach that builds upon their resiliency.
- Proven ability to ensure confidentiality, and show respect, patience and empathy towards Community Members.
- Demonstrate strong case management/crisis response/intervention skills/needs/risk assessment skills.
- Prepare case reports, carefully document information, and maintain accurate case records, draft correspondence, impact statements and program reports.
- Maintain accurate logs and up to date Community Member files.
- Demonstrate initiative and work within established procedural guidelines as needed, liaise with stakeholders and service providers to provide integrated services and/or pertinent specialized information to enhance program effectiveness and Community Member outcomes.
- Existing connections to and knowledge of local community resources and agencies.
- Other duties as assigned.

## KNOWLEDGE, SKILLS AND ABILITIES

### **QUALIFICATIONS:**

- Post-secondary diploma/degree in social work, Indigenous learning, Aboriginal Child and Family Services Worker, Aboriginal Community Advocacy or Social Services Worker with a minimum three (3) years' work experience in community service delivery.
- Must be "fully vaccinated" against COVID-19. (In Ontario, a "fully vaccinated individual" is defined as one who has received the required number of doses as outlined by Health Canada and they have received their final dose of the COVID-19 vaccine at least 14 days ago.) Must provide Health Canada's proof of vaccination (vaccine receipt or enhanced vaccine certificate).

### Knowledge

The incumbent must have proficient knowledge in the following areas:

- Knowledge of the child welfare and justice system pertaining to Indigenous families.
- Strong communicator - excellent written, oral, and facilitation skills.
- Strong experience in Community Member advocacy with demonstrated experience providing services to Indigenous families, and/or communities.
- Experience working with Indigenous Peoples and Communities, knowledge of Indigenous cultures, traditions, and family dynamics. Proven analytical and problem-solving skills.
- Ability to create and maintain a confidential, welcoming, friendly and safe environment for Community Members.
- Knowledge of and established relationships with other service agencies, ability to network and create/maintain these relationships.
- Strong organizational/time management skills with an ability to plan ahead define measurable objectives and outcomes and meet objectives in a timely manner.
- Working knowledge of MS Office Software, internet, and general office equipment.
- Valid G Class Driver's License.
- Valid current vulnerable sector criminal records check and, First Aid/CPR.
- Ability/willingness to travel and to work flexible hours.

### Skills

The incumbent must demonstrate the following skills:

- High level of written and oral communication
- Communication skills in a dialect of Matawa area is an asset
- Ability to prepare reports, and case plans
- Excellent facilitation, organizational, developmental and planning skills
- Excellent interpersonal and teamwork skills

- Proficient in use of computer and programs
- Ability to make decisions, complete tasks with minimal guidance and supervision
- Ability to travel

### **Personal Attributes**

- Consistency
- Task and results oriented
- Availability, flexibility and open communication
- Accountability, transparency and confidentiality
- Cultural awareness and sensitivity
- Respect, Honesty and integrity
- Excellent communicator

### **WORKING CONDITIONS**

The position may require the incumbent:

- To travel and must be able to fly-in to remote communities and airstrips by small aircraft.
- To billet at a private home.

### **Physical Demands**

The Family Support Worker will have to travel throughout Thunder Bay in all types of weather conditions. They may have to lift, carry and manage supplies. They may have to work odd or long hours at times to complete special requests or projects. The Family Support Worker may have to spend long hours sitting and using office equipment, computers and attending meetings.

### **Environmental Conditions**

The Matawa Building may be a busy facility. The Family Support Worker may have to manage a number of projects at one time and may be interrupted frequently. He/she may find the environment to be busy, noisy and will need excellent organizational, time and stress management skills to complete the required tasks.

### **Sensory Demands**

The position may require the incumbent:

- to high volume of reading documents may encounter eye strain and occasional headaches

### **Mental Demands**

The position may require the incumbent:

- to encounter high mental stress, dealing with crisis situations

# CERTIFICATION

<hr/>	<hr/>
Employee Signature	Supervisor's Title
<hr/>	<hr/>
Printed Name                      Date	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 - 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.