

# MATAWA FIRST NATIONS MANAGEMENT



## Job Description

### Matawa Homeless Systems Navigator

## **PURPOSE OF THE POSITION**

The Matawa Homeless Systems Navigator (MHSN) is responsible for supporting the health, social and housing needs of Matawa First Nation members and families who have issues securing accommodations while in Thunder Bay as well as providing supports to collect required documentation for service eligibility (i.e., birth certificate, health cards etc.).

## **SCOPE**

The MHSN worker will work under the supervision of the Homelessness Policy Analyst within Matawa First Nations Management.

The MHSN supports the physical, social, emotional, mental, and spiritual well-being of community members and their families as they seek accommodations while in Thunder Bay. The MHSN is responsible for liaising with organizations and others (i.e., Thunder Bay Regional Health Science Centre, Wequedong staff, landlords, housing providers, housing advocates, various community support services etc.) to help members secure and maintain accommodations and to remove barriers to service for community members. The MHSN will support clients in the areas of helping to arrange various rental appointments, transportation to rental views, filling out forms, housing, translation, and other needs to help them manage their accommodations needs. The MHSN will interact with health staff, landlords, housing and social support agencies, Ontario Disability Support Plan, Ontario Work, Employment Insurance, etc. and other parties in ensuring clients are safe and their needs are met.

## **RESPONSIBILITIES**

### **1. Ensure clients' well-being is supported holistically.**

#### Main Activities:

- Facilitate support for clients in their academic, physical, emotional, mental, and spiritual needs (i.e., help register at a school, help find an Elder/Knowledge Keeper for cultural teachings, help connect to other city services, etc.);
- Assist clients in attendance at appointments;
- Help facilitate discussion about housing needs between clients, landlords, etc.;
- Assist in discussion on transitions back and forth between communities and the urban areas (i.e.: between various Ontario Works offices);
- Act as a contact for clients and keep them up-to-date on housing opportunities, eligible service providers, etc.;
- Calm client, families and community members in tense situations and contact appropriate supports and follow-up on housing issues;
- Maintain communication with health and social providers, landlord, etc.
- Assist in emergency situations (i.e., missing family member, getting their children registered at a school, etc.);

- Participate in applicable training;
- Liaise with health and housing providers to support appropriate housing, including Matawa Not-For-Profit Housing;
- Receive referral and housing requests from other Matawa departments;
- Assist with specialized housing needs (i.e., accessible, supportive, transition, seniors, etc.).

## **2. Promote programs and local services.**

### Main Activities:

- Ensure the clients are aware of available activities (i.e., those at Matawa, Nishnawbe-Aski Nation, Friendship Centre, etc.);
- Ensure the clients are aware of available supports (i.e., addictions, legal, health, financial and other supports while in Thunder Bay);
- Participate in community relations campaigns and housing campaigns to promote programs within the city to Matawa clients and vice versa;
- Maintain positive working relationships with organizations such as police, ambulance, hospitals, landlords, etc.;
- Maintain contacts with local, regional and territorial organizations for housing;
- Support clients use of equipment and facilities in the City of Thunder Bay.
- Work with other Outreach workers and / or the Thunder Bay District Social Services Administration Board on common approaches to homelessness.

## **3. Administrative.**

### Main Activities:

- Respond to phone calls or texts in a timely manner;
- Provide reports (e.g., progress, attendance, incidences, incidences with service providers) as required;
- Ensure all programs and activities are implemented according to relevant Matawa Human Resources policies and procedures.

## **4. Other Responsibilities.**

- Model and promote healthy living and healthy/safe choices;
- Become knowledgeable of the Matawa First Nations;
- Perform other duties as required.

## **QUALIFICATIONS and REQUIRMENTS**

- Housing Support Worker/Personal Support Worker (PSW)/Advocacy Worker or similar field;
- Work or community experience as a support staff to clients in a similar field;

- Facilitation experience, experience working with institutions, landlords, organizations, community development experience;
- Non-violent crisis intervention certification, crisis management skills;
- Must provide a valid current Criminal Reference Check and Vulnerable Sector Check;
- Must possess a valid Ontario Driver's License;
- 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, SKILLS AND ABILITIES**

### **Knowledge**

The incumbent must have proficient knowledge in the following areas:

- Demonstrated initiative in meeting the needs of clients and their families in their housing situation;
- Knowledge of the Housing Situation and System in Thunder Bay;
- Knowledge of Indigenous Health, Social, Economic areas;
- Knowledge of Indigenous cultures;
- Knowledge of the health/social system, services, policies and procedures, access boarder support programs both offered by Matawa First Nations and other service providers in the community;
- Knowledge of office administration and procedures;
- Knowledge of landlord/tenant responsibilities and the housing market in Thunder Bay.

### **Skills**

The incumbent must have proficient skills in the following areas:

- Ability to listen;
- Advocate for clients and their families;
- Analyzing and problem-solving skills;
- Effective negotiation and mediation skills;
- Excellent stress and time management skills;
- Ability to share budgeting issues with families in a positive manner;
- Ability to use a cell phone and/or other personal held devices (texting, etc.).
- Able to translate from Ojibway, Oji-Cree, Cree or other Anishinaabe languages;
- Able to interpret, assist and/or write housing applications effectively for clients.

### **Personal Attributes**

The incumbent must maintain strict confidentiality in performing the duties of the MHSN. The incumbent must also demonstrate the following personal attributes:

- Excellent interpersonal and communication skills;
- An ability to adjust to changes;
- Demonstrated ability to work effectively with clients, landlords, housing, health providers, social services, etc.;
- Honest and trustworthy;
- Respectful;
- Possess cultural awareness and sensitivity;
- Demonstrate sound work ethics.

## **WORKING CONDITIONS**

### **Physical Demands**

The MHSN may have to travel throughout Thunder Bay in all weather conditions. They may have to lift, carry and manage supplies. They may have to work odd or long hours at a time to complete special requests or projects. The MHSN may have to spend long hours sitting and waiting in offices.

### **Environmental Conditions**

The MHSN may have to manage several people at one time, and they may be interrupted frequently to meet the needs and requests of clients and Matawa staff members. The MHSN may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

### **Sensory Demands**

Sensory demands can include reading and use of the computer/cell phone, which may cause eye strain and occasional headaches. Office and homes may be noisy and busy making it difficult for the MHSN to concentrate.

### **Mental Demands**

The MHSN may have to manage several requests at one time. They may have to complete a number of tasks and responsibilities at one time and must be prepared to deal with emergencies and stressful situations at any time.

## CERTIFICATION

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

I certify that I have read and understand the responsibilities assigned to this position.

\_\_\_\_\_  
Supervisor's Title

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

I certify that this job description is an accurate description of the responsibilities assigned to the position.

\_\_\_\_\_  
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.