

KIIKENOMAGA KIKENJIGEWEN EMPLOYMENT & TRAINING SERVICES



JOB DESCRIPTION

KAEP Social Development Officer

Purpose

The KKETS Adult Education Program (KAEP) Social Development Officer is responsible for providing culturally appropriate counseling, holistic direct client supports through appropriate interventions, and ensuring that a community network is in place to support the adult learners enrolled in the KAEP Program. This role is vital to successful student retention and achievement of desired outcomes.

Scope

The worker will assist KAEP students to cope more effectively with social development, emotional, and personal issues that may hinder the success of learners while enrolled in the KAEP Program. The Worker works closely with adult learners, Elders, KAEP team, instructors and external agencies. The Worker is a self-motivated individual with a demonstrated ability to support and counsel adult learners in a confidential and professional manner. The Worker will ensure that all operations are conducted in a respectful and responsible way, ensuring that all decisions and actions meet the relevant legislation, policies, and procedures.

Reporting to

KAEP Program Manager

Education

College, University Degree in social services, human services, counseling, social work

Professional Designation

None required

Previous Experience

- Minimum of 3 years' work related experience in providing social development and client supports such as counseling, crisis intervention and prevention
- Strong awareness of community and crisis intervention supports

Knowledge, Skills, and Abilities

- Solid understanding of Counselling and Intervention Strategies that promote and support First Nation people
- Ability to work with clients for Anger management, Behaviour disorders, Bereavement, Conflict resolution, Childhood and adolescent issues, Depression, Life transitions, Mediation, Personal growth and self-development, Sexual abuse and trauma recovery, Stress management, Substance abuse
- Knowledge of Trauma Informed Approach when interacting with clients.
- Interview clients, Prepare case histories, Assess clients' problems, Develop and implement counselling and intervention programs to assist clients in determining goals and means of attaining them, Evaluate clients' progress in resolving identified problems and movement towards defined objectives, Follow up results of counselling programs and clients' adjustment, Write reports (assessment, follow-up, progress, court reports, etc.), Identify additional/alternative services and provide referrals, Liaise with communities
- Knowledge of the different referral agencies/services available within Thunder Bay
- Adherence to a professional code of ethics and a working knowledge of the application of ethics in a variety of complex situations
- Knowledge and understanding of the community demographics, values, culture, and history

- Knowledge of behavioural and interpersonal skills
- Ability to coach and mentor others in order to achieve personal life balance
- Skill in effective mediating and negotiating
- Ability to communicate effectively in a cross cultural setting
- Develop and present social development workshops
- Effective case management and confidential record keeping practices
- Knowledge of relevant legislation and programming
- Knowledge of KKETS policies and procedures
- Understanding of Matawa First Nations Management and Kiikenomaga Kikenjigewen Employment & Training Services
- Understanding of the Matawa region and the member First Nation communities

Proficiency in Computer Use

- Word processing, Excel, Power Point, Outlook
- Databases
- Email
- Internet

Personal Characteristics

- **Ethics:** Understand ethical behaviour and business practices and ensure own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organization
- **Confidentiality:** Maintain strict confidentiality both inside and outside of the workplace
- **Relationships:** Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization
- **Communication:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques
- **Client focus:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters
- **Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness
- **Decision making:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization
- **Leading:** Positively influence others to achieve results that are in the best interests of the organization
- **Organization:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- **Planning:** Determine strategies to move the organization forward, set goals, create and implement action plans, and evaluate the process and results
- **Problem solving:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem, often using creativity and innovative thinking
- **Energy:** Bring energy and enthusiasm to the workplace
- **Flexibility:** Adapt to changing scenarios and stimuli
- **Quality:** Focus on details and ensure all work is of a high standard of quality
- **Results:** Focus on achieving desired outcomes of all tasks undertaken

- **Accountability:** Be reliable, dependable, and accountable for personal actions
- **Coaching:** Coach and mentor others to help them develop both professionally and personally
- **Professional development:** Be driven to continuously improve professional knowledge and skills

Working Conditions

- The employee may have to travel locally, throughout the region to various communities, during various weather conditions
- The employee may have to lift, carry, and manage various equipment and supplies
- The employee may have to spend long hours sitting to use computer or office equipment, or to attend meetings
- The employee may be required to work in a fast paced environment that is busy and noisy, with frequent interruptions and distractions
- The employee may be required to manage multiple tasks and projects at one time
- The employee may be required to work odd or long hours under stressful conditions at certain times

Primary Duties and Responsibilities

CLIENT SERVICES

- Assess client needs/crisis situations and determine the appropriate intervention(s) for them
- Client advocacy with other external groups
- Maintain client files in a confidential manner as per Privacy Act
- Assist clients with social and emotional challenges by providing on-site one-to-one support and connection with community intervention supports for mental health and addictions
- Conduct client interview/assessments with implementing culturally appropriate counselling interventions as required
- Provides referrals, support, guidance and problem solving to clients to address issues related to family functioning
- Able to handle crisis situations
- Provides parenting skill building to clients on issues such as parent-child interaction, child development, discipline and guidance, and behaviour management
- Provides emotional support and feedback to clients
- Maintain ongoing communications with clients
- Meet with clients on a regular basis to review files and circumstances
- Develop network of community resources for direct referrals, social and emotional supports
- Acknowledge, respect and encourage the culture and individual needs

ADMINISTRATIVE

- Ensure that all business and operations are conducted in a responsible, confidential and ethical manner
- Maintain case management notes and files
- Participate in KAEP and KKETS team meetings
- Provide reports, records, and documents to the KAEP Program Manager
- Liaise with KAEP staff, instructors, students and external agencies

OTHER

An Understanding of social issues to the First Nation peoples, resources, health approaches, protocol and cultural issues. Ability to speak Ojibway/Oji-Cree is an asset. Be culturally sensitive to the clientele serviced.

Valid Driver's Licence and access to a vehicle is required.

Perform other duties as required.

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

EMPLOYEE

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

Printed Name: _____

Signature: _____

Date: _____

KKETS MANAGEMENT

I certify that this written job description accurately describes the responsibilities assigned to this position.

Printed Name: _____

Title: _____

Signature: _____

Date: _____