

# KIIKENOMAGA KIKENJIGEWEN EMPLOYMENT & TRAINING SERVICES



## JOB DESCRIPTION

### Transitional Housing Support Worker

## Purpose

The purpose of this position is to provide support to the administrative needs of the of the 21-bed Transitional Housing single units for KKETS Students/trainees.

## Scope

Transitional Housing Support Workers will support KKETS Students/Trainees in a culturally rooted, holistic way, to assist them in stabilization and working towards independent accommodations. The workers will field inquiries, and complete basic intakes for clients. They will assist in the safety and security of the residence and assure residents are adhering to program guidelines and rules. They will also assist with administrative tasks.

## Reporting to

KKETS Executive Director

## Education

Gr. 12 Diploma

## Conditions of Employment

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.

## Knowledge, Skills, and Abilities

- Help to build and encourage community atmosphere
- Train Residents on program policies, protocols and procedures
- Enforce company and program policies, protocols and procedures
- Enforce Resident House Rules
- Foster and encourage a comfortable homelike environment
- Document all interactions with clients; Monitor resident passes and visitors
- Follow ethics policy regarding “professional relationships with residents”
- Notify the Case Manager or Program Director of rule violations and any other immediate concerns.
- Maintain the safety of the house by ensuring all security protocols are followed
- Empower families to articulate their needs and goals, to advocate for themselves.
- Provides assistance to clients to settle into temporary housing like household duties including but not limited to cooking, cleaning, medication management, budgeting etc.
- Evaluates and provides appropriate crisis support and interventions to clients.
- Collaborates with Social Development Officers to complete a circle of care
- Ensures proper documentation by keeping an accurate and up to date records of clients
- Maintains confidentiality of information
- 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 residents and develop a dependable and reliable relationship.
- Discuss concerns identified by residents with relevant service providers to explore possible ways to work more effectively.

- Teach/inform residents of their rights, roles and responsibilities.
- Proven ability to ensure confidentiality, and show respect, patience and empathy towards Community Members.
- Demonstrate initiative and work within established procedural guidelines as needed.
- Other duties as assigned.
- Understanding of Matawa First Nations Management and Kiikenomaga Kikenjigewen Employment & Training Services
- Understanding of the Matawa region and the member First Nation communities

#### Qualifications

- 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 to work flexible hours.

#### 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 position may require the incumbent:

- 24 hour operations and will require a rotating shift work schedule
- The employee may be required to work odd or long hours under stressful conditions at certain times

## Physical Demands

The Transitional Housing Support Worker may have to travel throughout Thunder Bay in all types of weather conditions. They may have to lift, carry and manage supplies. This is a shift work position with a rotating schedule. The Transitional Housing Support Worker may have to spend long hours sitting and using office equipment, computers and attending to residents needs.

## Environmental Conditions

The Transition Units may be a busy facility. The Transitional Housing 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 a high volume of reading documents and may encounter eye strain and occasional headaches.
- Around the clock work schedules

## Mental Demands

The position may require the incumbent:

- to encounter high mental stress, dealing with crisis situations.
- Acknowledge, respect and encourage the culture and individual needs

## 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: \_\_\_\_\_