



**MATAWA HEALTH
CO-OPERATIVE**

Registered Social Worker (In Town) Job Description

PURPOSE OF THE POSITION

Incorporated in 2017, the Matawa Health Co-operative (MHC) is a Matawa First Nations owned and controlled health Co-operative providing healthcare services that enhance existing health services to achieve long-term health and wellbeing for all members within the nine Matawa First Nations. This provincially incorporated Co-operative consists of the nine Matawa member communities including Aroland, Constance Lake, Eabametoong, Ginoogaming, Long Lake #58, Marten Falls, Neskantaga, Nibinamik and Webequie First Nation. The MHC is overseen by a Board of Directors and is a member of the Health Care Co-operatives Federation of Canada. The MHC is community-driven with services tailored to individual community needs. It is the first of its kind in Canada.

The MHC incorporates traditional healing and medicines to address the health needs of the Matawa First Nations in a wholistic way by prioritizing mental health and addictions, diabetes, and chronic diseases. It oversees an Inter-Professional Primary Care Health Team providing direct services in the Matawa First Nations or through telemedicine.

Under the direction of the Director of Mental Wellness Services, the Registered Social Worker (In-Town Clinic) will provide culturally safe, trauma-informed mental health and wellness services to clients and Matawa members residing in or accessing services in Thunder Bay. This position focuses on client-centered counselling, crisis intervention, case management, and system navigation. Services are delivered primarily in a clinic-based setting, with outreach and virtual support as needed. The role supports preventative service delivery and programming from a holistic perspective, addressing all areas of wellness including physical, mental, emotional, and spiritual health.

RESPONSIBILITIES

The Registered Social Worker (In-Town Clinic) provides mental health and wellness support specifically to Matawa members and clients in Thunder Bay. Services are delivered through the MHC walk-in clinic, scheduled appointments, and community outreach. The position emphasizes early intervention, holistic care, and culturally grounded support.

Service Delivery

- Provide client-centered, trauma-informed counselling and mental health support across the lifespan (ages 8+), with sensitivity to issues such as trauma, grief and loss, anxiety/depression, addiction, harm reduction, suicide prevention, and gender-based violence.
- Conduct intake assessments, develop individualized care, conduct wellness checks, and safety planning.
- Manage a caseload of clients.
- Collaborate with Matawa staff and MHC interdisciplinary team to coordinate care and ensure safe, respectful, and appropriate support.

Case Management

- Provide support and advocacy to clients as it pertains to system navigation (examples may include but are not limited to: Mental Health and Counselling Services, Healthcare, Substance Misuse/Addictions, Criminal Justice System, Income Support & Poverty Reduction, Shelter/Housing/Food Security, Identification, etc.).
- Assist with referrals to internal and external services, as needed.
- Monitor client progress and maintain accurate and confidential client records electronically and in a timely manner (in accordance with MHC and Matawa policies).
- Maintain confidentiality at all times and follow duty to report requirements as necessary.
- Connect clients to culturally relevant supports and services as requested/needed.

Programming & Resource Development

- Plan, co-develop, and deliver culturally appropriate mental health and wellness programming for clients.
- Facilitate programming/group sessions focused on mental health, self-care, coping strategies, and awareness/prevention of gender-based violence.
- Contribute to the development of resources that promote healing, empowerment, and wellness.

Collaboration & Teamwork

- Work in partnership with Matawa staff, MHC interdisciplinary team, as well as various Matawa First Nation Management departmental services to ensure wrap-around services and support.
- Participate in supervision meetings to review cases/issues, receive education, direction, support and debriefing as needed.
- Develop and maintain respectful, cooperative working relationships with others.
- Attend regular team meetings and case consultations to support interdisciplinary collaboration.

Other

- Uphold ethical practice, cultural safety, and respect for client confidentiality and dignity in all interactions.
- Maintain accurate and confidential client records electronically and in a timely manner.
- Follow duty to report requirements as necessary.
- Respond to emergent situations as needed and support crisis debriefs.
- Perform other duties as assigned by the lead/direct supervisor or designate.

Organizational Responsibilities

As a representative of the Matawa Health Co-operative, the employee is responsible for:

- Reflecting and interpreting the organization vision, mission and core values in their own work with enthusiasm and commitment.
- Acting in accordance with relevant legislation and organization policies and procedures.
- Proposing changes within MHC that would improve the quality of service to our First Nations' children, families and communities.
- Developing and maintaining respectful, cooperative working relationships to contribute to the delivery of services to First Nations' children, families and communities.
- Understanding their role and responsibility in maintaining a safe workplace and reducing workplace injuries.
- Ensuring accuracy, confidentiality and safekeeping of agency records.

KNOWLEDGE, SKILLS AND REQUIREMENTS

Education & Experience

- Bachelor's Degree in Social Work (BSW) or related discipline. Master's Degree (MSW) is an asset.
- Current registration in good standing with the Ontario College of Social Workers and Social Service Workers (OCSWSSW).
- Two-years experience providing mental health counselling and case management, preferably in Indigenous or community-based settings.
- Knowledge of gender-based violence, harm-reduction practices, assessment tools, and crisis intervention.
- Experience working with First Nations communities, both urban and remote, is a strong asset.

Skills & Abilities

- Ability to work independently and as part of a team.
- Highly adaptable, able to work under pressure in a fast-paced environment.
- Strong interpersonal and communication skills (written and oral).
- Effective advocacy and system navigation skills.
- Strong organizational skills, able to multi-task and manage time effectively.
- Proficiency in computer applications (Microsoft Word, Outlook, electronic databases).
- Critical thinking and sound judgement.

Personal Attributes

- Compassion, empathy, and respectful client engagement.
- Strong ethics, integrity, and accountability.

- Attention to detail and accuracy.
- Ability to maintain professionalism and boundaries.
- Excellent bedside manner and respectful etiquette.

Other Requirements

- Clear Criminal Record Check (Vulnerable Sector).
- Valid Ontario Class G Driver's License and access to a reliable vehicle is an asset.
- Willingness to work flexible hours and travel if needed.

WORKING CONDITIONS

Physical Demands

The employee may have to travel to our First Nations communities. They may have to lift, carry and manage equipment and supplies. They may have to work odd or long hours at a time to complete special requests or projects. The employee 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 employee may have to manage a number of projects at one time and may be interrupted frequently. The employee 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, which may cause eyestrain and occasional headaches. The position requires strong visual and auditory abilities to read and interpret travel documents, booking systems, and itineraries, as well as to communicate effectively with employees, vendors, and various other key individuals. Attention to detail, prolonged screen use, and the ability to process verbal and written information accurately are essential.

Mental Demands

The employee will have to manage a number of requests and projects at one time. They must be aware of Tribal Council business in the communities and any and all relevant legislation, policies and procedures. 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.

Executive Director'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.