

MATAWA FIRST NATIONS MANAGEMENT



Job Description

Supportive Housing Intake Worker

PURPOSE OF THE POSITION

Matawa First Nations Management is a Tribal Council with a membership of nine (9) First Nations communities of Aroland, Constance Lake, Eabametoong, Ginoogaming, Long Lake #58, Marten Falls, Neskantaga, Nibinamik and Webequie. The Matawa First Nations Management provides technical and professional advisory services and programs to its member First Nations.

SCOPE

The Supportive Housing Intake Worker will assist Matawa community members in a culturally grounded and holistic manner while they are temporarily residing in one of Matawa's Supportive Housing Units. The Supportive Housing Intake Worker will manage inquiries and conduct basic intake processes for clients/families/children. They will also support with case management and navigation of service(s) required.

RESPONSIBILITIES

- Conduct initial client screenings to assess needs, eligibility, and level of urgency for Matawa Supportive Housing.
- Complete intake interviews in person, by telephone, or virtually and provide duties related to the collection and verification of information required to determine initial and ongoing eligibility for programs.
- Prepare intake reports and assist with data tracking for program reporting.
- Provide system navigation duties, including providing advice and direction to clients, to ensure continued eligibility, and maintain case records.
- Provide counsel to clients in resolving social needs and provides direction to other appropriate community resources.
- Conduct comprehensive needs assessments to identify client goals and challenges in areas such as housing, employment, health, and income support.
- Assess client needs and make appropriate referrals to Matawa or external services to complete the Circle of Care.
- Educate clients about how to access and navigate systems such as healthcare, public benefits, housing, employment services, and legal aid.
- Help build and encourage a community atmosphere and homelike environment.
- Enforce Matawa First Nations Management and program policies, protocols and procedures.
- Enter basic client data and interactions into service applications as required.
- Maintain compliance with HIPAA and other confidentiality regulations.
- Stay informed about local housing trends, policies, and resources and build and maintain relationships with landlords, property managers, and housing providers to expand housing opportunities.
- Assist clients with identifying appropriate housing options based on availability, budget, and support needs.
- Collaborate with partner agencies to ensure seamless client support.
- Develop and implement individualized service plans in collaboration with each client.
- Provide emotional support, advocacy, and crisis intervention as needed.
- Teach/inform individuals of their rights, roles and responsibilities.
- Empower individuals to articulate their needs and goals, to advocate for themselves.
- Respond to crises and participate where team intervention is required to assure the safety of other staff and clientele.
- Liaison with local food banks and RFDA and properly monitor food bank and track usage.
- Other duties as assigned

QUALIFICATIONS AND REQUIREMENTS

- A post-secondary degree/diploma related to social service work, Child and Youth Work, Native Child and Family Work, political science, public policy, or public administration.
- A minimum of 2 years of positive experience working with Indigenous Peoples and/or First Nation programs and policies.
- A minimum of 2 years' experience in case management
- Experience working with Indigenous populations.
- Strong knowledge of housing systems, employment resources, and public benefit programs.
- Cultural competency and a trauma-informed approach to working with diverse communities.
- Valid G Drivers License

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

The incumbent must have proficient knowledge in the following areas:

- Strong communicator - excellent written, oral, and facilitation skills.
- Experience working with Indigenous Peoples and Communities, knowledge of Indigenous cultures, traditions, and family dynamics.
- 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 build/maintain these relationships.
- Experience with the navigation of the housing systems.
- Crisis management.
- Trauma informed care approach.
- Working knowledge of MS Office Software, internet, and general office equipment.

Skills

The incumbent must demonstrate and/or possess the following:

- High level of written and oral communication skills.
- Communication skills in a dialect of Matawa area; is an asset.
- Proven analytical and problem- solving skills.
- Excellent interpersonal and teamwork skills.
- Proficient use of computer and programs.

- Ability to make decisions, complete tasks with minimal guidance and supervision.
- Strong organizational/time management skills with an ability to plan, define measurable objectives and outcomes and meet objectives in a timely manner.

Personal Attributes

The incumbent must demonstrate the following personal attributes:

- Consistency
- Availability, flexibility and open communication;
- Accountability, transparency and confidentiality;
- Cultural awareness and sensitivity;
- Respect, honesty and integrity;
- Excellent communicator.

WORKING CONDITIONS

Physical Demands

The Supportive Housing Intake Worker will have to travel throughout Thunder Bay in all types of weather conditions. They may have to lift, carry and manage supplies. The Supportive Housing Intake Worker may have to spend long hours sitting and using office equipment, computers and attending to residents' needs.

Environmental Conditions

Matawa Training and Wellness Centre may be a busy facility. The Supportive Housing Intake Worker may have to manage a number of projects at one time and may be interrupted frequently. They 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 computer use and they may encounter eye strain and occasional headaches.

Mental Demands

The Supportive Housing Intake Worker may have to manage a number of requests and tasks at one time and may encounter high mental stress, strain and trauma stress dealing with a crisis.

CERTIFICATION

<p>_____ Employee Signature</p> <p>_____ Printed Name Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Supervisor's Title</p> <p>_____ Supervisor's Signature Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____ Chief Executive Officer's Signature Date</p> <p>I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.</p>	

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.