

MATAWA FIRST NATIONS MANAGEMENT



Job Description

Housing Support Worker

PURPOSE OF THE POSITION

Matawa First Nations are nine independent First Nations who have come together to address the high number of Matawa First Nation children in care in First Nation communities and in the city of Thunder Bay, which are taking a toll on individuals, families, and communities in both the short and long term.

Matawa First Nations Chiefs called for the development of community-based, culturally appropriate, and responsive housing models for individuals with a focus on building independence and capacity building.

The purpose of this position is to provide supportive housing services in a twenty-one (21) unit living space for Matawa community members and support the administrative needs of the program.

SCOPE

The Housing Support Worker will support Matawa community members in a culturally rooted, holistic way, to assist in stabilization and working towards independent accommodations. The Housing Support Worker will field inquiries and complete basic intakes for clients. They will assist in the safety and security of the residence and assure individuals are adhering to program guidelines and rules. They will also assist with administrative tasks.

RESPONSIBILITIES

- Help to build and encourage community atmosphere.
- Train residents on programming 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 and visitor passes.
- Follow ethics policy regarding “professional relationships with residents.
- Notify the Case Manager or Program Director of rule violations and any other concerns.
- Maintain the safety of the house by ensuring all security protocols are followed.
- Empower individuals to articulate their needs and goals, to advocate for themselves.
- Aid clients to settle into temporary housing like household duties, including but not limited to cooking, cleaning, medication management, budgeting.
- Evaluate and provide appropriate crisis support and interventions to clients.
- Collaborate with Matawa programs to complete a circle of care.
- Ensure proper documentation by keeping accurate and up to date records of clients.
- Maintain confidentiality of information.
- Advocate for individuals and work with community members in ways that are more holistic and culturally competent.
- 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 individuals and develop a dependable and reliable relationship.
- Discuss concerns identified by families with relevant service providers to explore possible ways to work more effectively.
- Teach/inform individuals 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.

KNOWLEDGE, SKILLS AND ABILITIES

Qualifications:

- A post-secondary degree related to social science, 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.
- Experience working with Indigenous populations or an equivalent combination of education, training, and experience acceptable to Matawa First Nations Management.
- Valid G Class Driver's License.
- Valid current Vulnerable Sector Criminal Records Check and First Aid/CPR.
- Ability to work flexible hours.

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.
- Working knowledge of MS Office Software, internet, and general office equipment.

Skills

The incumbent must demonstrate the following skills:

- 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 ahead define measurable objectives and outcomes and meet objectives in a timely manner.

Personal Attributes

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

WORKING CONDITIONS

The position may require the incumbent:

- to work a 24-hour rotating shift schedule (24-hour operations)

Physical Demands

The Housing Support Worker will 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 Housing Support Worker may have to spend long hours sitting and using office equipment, computers and attending to residents' needs.

Environmental Conditions

The Matawa building and units may be a busy facility. The 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.

CERTIFICATION

Employee Signature	Supervisor's Title
_____ Printed Name Date	_____ Supervisor's Signature Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
CEO 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 for the position.