MATAWA FIRST NATIONS MANAGEMENT



Job Description

Women's Shelter and Housing Manager

/ **Issue Date**: Aug. 16/26 **Approved**

PURPOSE OF THE POSITION

Matawa First Nations are nine independent First Nations who have come together to address the high number of Gender Based Violence that Matawa First Nation people are experiencing 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 supportive models for individuals with a focus on building independence and capacity building.

The Women and Children Shelter will serve as a 24/7 trauma-informed, land-based, and culturally safe healing space for women, children, and gender-diverse individuals experiencing violence or crisis. The Matawa Training and Wellness Centre houses 21 bed units and 6 family style units. These units offer a diverse level of accommodation to support our most vulnerable community members. Overseeing these units will require knowledge of several areas to ensure proper connection to appropriate services and supports.

We are seeking a compassionate, experienced, and strategic Shelter Manager to lead the shelter's development, operations, and staff in alignment with Matawa's values and community vision.

SCOPE

The Women's Shelter and Housing Manager is responsible for the overall staffing requirements of both the Shelter and the Housing Units, ensuring the delivery of trauma-informed, culturally safe, and high-quality services for women and families. This leadership role includes overseeing daily operations, supervising staff, managing finances, and engaging community partners and Elders in creating a holistic healing environment.

The Manager must be able to respond effectively in a 24/7 crisis setting while ensuring safety, accountability, and cultural integrity across all programs and services.

RESPONSIBILITIES

1. **Program & Service Delivery**
   - Manage all therapeutic and operational aspects of the shelter, including case management, counseling, advocacy, safety planning, and crisis response.
   - Ensure the shelter and Housing units operate effectively while meeting the needs of residents by ensuring safe and effective staffing.
   - Implement and monitor policies, procedures, and reporting standards to ensure accountability and compliance.
   - Ensure continuous 24-hour crisis line coverage and maintain high safety standards for clients and staff.
   - Evaluate program effectiveness and adapt services to meet community needs.
   - Supervise and support staff, crisis counselors, administrative team, and outreach workers
   - Provide trauma-informed supervision, reflective practice, and coaching.

2. **Finance & Operations**
   - Develop and manage an annual operational budget and Policies.
   - Prepare quarterly and annual financial and statistical reports for all Funding partners and Chief & Council.
   - Ensure responsible fiscal management and reporting aligned with Matawa Financial policies.

3. **Administration Policies.**
   Cultural & Community Engagement
   - Integrate Anishinaabe teachings, ceremonies, and traditional healing practices throughout shelter programming.
   - Collaborate closely with Elders, Knowledge Keepers, and community partners to ensure culturally
     safe and relevant service delivery.
   - Lead public education and advocacy efforts to raise awareness on domestic violence and community healing.
   - Support culturally based prevention programming, child welfare coordination, and land based healing initiatives.
   - Coordinate for Matawa members to their community resources and internal
     Crisis & Safety Management
   - Maintain a safe and secure environment for clients and staff.
   - Provide or coordinate on-call crisis response services 24/7.
   - Ensure compliance with health, safety, and legal standards, including the Canada Labour Code and Occupational Health and Safety Act.
   - Respond to emergencies calmly and effectively, prioritizing safety and trauma-informed intervention.

4. **Strategic Development**
   - Identify emerging trends and community needs to inform program and policy development.
   - Seek and negotiate funding opportunities; prepare proposals and maintain positive relationships with funders.
   - Support long-term planning and the establishment of a Housing Advisory Council.

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 collaborating with Indigenous Peoples and/or First Nation programs and policies.
- Minimum 3 years of leadership experience in a 24-hour crisis, shelter, or social service program.
- Experience supervising staff and managing budgets in a high-demand environment.
- Previous work experience in a Women's Shelter
- Demonstrated knowledge of trauma, family violence, and Indigenous healing frameworks.
- 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 collaborating 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:

- Elevated level of written and oral communication skills.
- Communication skills in a dialect of the 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

Physical Demands

The Women's Shelter and Housing Manager 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 Women's Shelter and Housing Manager may have to spend long hours sitting and using office equipment, computers and attending to residents' needs.

Environmental Conditions

The Shelter may at times be very a busy facility. The Women's Shelter and Housing Manager 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.
- May need to be available 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.