



Hamilton-Wentworth Chapter of Native Women Incorporated
o/a Native Women's Centre

RE-Posted - POSITION POSTING- MATERNITY LEAVE

1. IDENTIFYING INFORMATION

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POSITION: Family Support Worker – Circles of Care
SUPERVISOR: Executive Director and/or Delegate
HOURS: Forty (40) hours per week
DATE TO APPLY BEFORE: **Wednesday March 21st, 2018 before 4pm**

2. POSITION SUMMARY

The Circles of Care program will utilize a comprehensive approach to addressing and eradicating violence against Indigenous Women and their children. It will provide services to Indigenous women, their children, families, and communities by creating circles of care that meet their cultural, mental, physical, emotional and spiritual needs.

The Circle of Care Family Support Worker (s) will support Indigenous women in a culturally rooted, holistic way, to assist women in navigating through the complex systems encountered when experiencing violence and involvement in child welfare matters. The workers will focus on crisis management and stabilization, awareness and education, planning and goal setting, liaise with service providers and provide conflict resolution support for Indigenous women and their families. The COC FSW's will build dependable, reliable, and trustworthy relationships with the women/mothers, while preserving their dignity and promoting a holistic approach among all service providers. This will help ensure the rights of the mother and child are both upheld.

3. QUALIFICATIONS

- Post-secondary diploma/degree in social work studies with a minimum three (3) years' work experience in community service delivery.
- Knowledge of the child welfare and justice system pertaining to violence against Indigenous women.
- Proven experience in and knowledge of victims' issues surrounding child welfare, violence, crisis management and stabilization.
- Strong communicator - excellent written, oral, and facilitation skills.
- Strong experience in client advocacy with demonstrated experience providing services to Indigenous women, families, and/or communities.
- Strong facilitation skills with the ability to speak to large groups to educate and raise awareness on child welfare and violence issues.
- Experience working with Indigenous Peoples and Communities, knowledge of Indigenous cultures, traditions, and family dynamics. Proven analytical and problem solving skills.
- Ability to create and maintain a confidential, welcoming, friendly and safe environment for clients.

- Knowledge of and established relationships with other service agencies, ability to network and create/maintain these relationships.
- Strong organizational/time management skills with an ability to plan ahead define measurable objectives and outcomes and meet objectives in a timely manner.
- Working knowledge of MS Office Software, internet, and general office equipment.
- Valid G Class Driver's License and access to a reliable vehicle with appropriate insurance.
- Valid current vulnerable sector criminal records check and, First Aid/CPR.
- Ability/willingness to travel and to work flexible hours.

4. RESPONSIBILITIES:

- Work with, educate and coach Indigenous women involved with the CAS/VAW systems to provide crisis management and stabilization, cultural support, information and system navigation;
- Empower women to articulate their needs and goals, to advocate for themselves, and assume their roles in their families and community;
- Work with local service providers in the CAS/VAW and related systems to develop collaborative relationships, partnerships, and protocols;
- Advocate for and with women, and explore how to work with Indigenous women and their families 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 client's needs to promote their healing;
- Establish a network of Elders/Traditional Healers who specialize in certain areas to empower and assist Indigenous women through their journey;
- Build trust with women and develop a dependable and reliable relationship;
- Discuss concerns identified by women with relevant service providers to explore possible ways to work more effectively with Indigenous women and their families;
- Provide client referrals for access to cultural and traditional support, through methods such as circles, teachings, ceremonies and Elders/Traditional Healers;
- Teach/inform Indigenous mothers of their rights, roles and responsibilities;
- Educate and inform women as they navigate the complexities of the VAW or CAS systems, to ensure they access services they need and learn these themselves;
- Educate women and empower them and their families through a strengths based approach that builds upon their resiliency;
- Share educational material, and wise practices for culturally safe VAW/CAS services that have been developed by Indigenous services and organizations;
- Demonstrated ability to handle difficult and painful emotional situations and distance oneself from client's problems or emotions, ensuring self-care is at the forefront;
- Proven ability to ensure confidentiality, and show respect, patience and empathy towards clients;
- Demonstrate strong case management/crisis response/intervention skills/needs/risk assessment skills;
- Prepare case reports, carefully document information, and maintain accurate case records, draft correspondence, impact statements and program reports, including program evaluation. Maintain accurate logs and up to date client files;

- Demonstrate initiative and work within established procedural guidelines as needed, liaise with stakeholders and service providers to provide integrated services and/or pertinent specialized information to enhance program effectiveness and client outcomes;
- Existing connections to and knowledge of local community resources and agencies;
- Develop/maintain networking with service providers for referrals to assist Indigenous people in securing sustainable housing.

5.0 RESPONSIBILITIES – GENERAL:

- Culture – takes personal responsibility to increase sensitivity, awareness, and implementation of NWC organizational practices in both professional conduct and work-related deliverables.
- Support and work towards the overall aims and objectives of the NWC.
- Adhere to all policies and procedures. Carry out other tasks which may be necessary from time to time as required.

6.0 RESPONSIBILITIES – ADMINISTRATIVE:

- Complete monthly reports (mileage, client list and monthly work plan) and submit to the Executive Director on or before due date.
- Complete quarterly reports on or before the requested due date.
- Maintain accurate up to date client listing, case notes and client files.

7.0 RESPONSIBILITIES – PUBLIC RELATIONS:

- Representation on committees as required for the enhancement and benefit of the COC program.
- To network and promote NWC related programs. Adhere to professionalism at all times and maintain good communications.
- Maintain professionalism at all times.

8.0 STANDARDS OF PERFORMANCE:

Adhere to Policies and Procedures as set by the NWC.

ACCOUNTABILITY:

The **Circle of Care Family Support Worker** will be directly accountable to the Executive Director and/or Delegate for the proper completion of the functions outlined in the job description.

Applicants are asked to submit a resume and cover letter; no later than **4:00 p.m. on Wednesday March 7th, 2018** to the attention of:

Cindilee Ecker-Flagg, Executive Director
Native Women's Centre
1900 King St. East, PO Box 69036
Hamilton, ON L8K 1W0
FAX: (905) 664-1101 EMAIL: ed@nativewomenscentre.com

***Qualified Aboriginal Women are particularly encouraged to apply.
Only those applicants granted an interview will be contacted.***