



EMPLOYMENT OPPORTUNITY

Circle of Care Family Support Worker

The Native Women's Resource Centre of Toronto (NWRCT) is a community-based organization dedicated to providing resources and support to urban Indigenous women and their families. NWRCT delivers culturally appropriate programs and services that empowers and builds the collective capacity and self-sufficiency of Indigenous women and their families.

The Circle of Care Family Support Worker 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 Family Support Worker 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 is a full-time position and reports directly to the Program Manager.

Qualifications:

- Post-secondary diploma/degree in social work, Indigenous learning, women's 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. The ability to speak Ojibway and/or Oji-Cree is an asset.
- 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 current vulnerable sector criminal records check and, First Aid/CPR.
- Ability/willingness to travel and to work flexible hours.

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 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.

Please provide a cover letter and resume to Cathi Porciello, Program Manager by Tuesday, December 19th, 2017.

NWRC's opportunity for employment is non-discriminatory and in compliance with the provisions of the Ontario Human Rights Code and the City of Toronto's Anti-discrimination Clause.