



EMPLOYMENT OPPORTUNITY

Family Support Worker (1 year Contract Position)

JOB DESCRIPTION

The Native Women's Resource Centre of Toronto (NWRCT) is an Aboriginal community-based organization dedicated to providing resources and support to urban Aboriginal women and their families. Our work helps to build the self-sufficiency of Aboriginal women and build our collective capacity to make positive changes in our community.

The **Family Support Worker** is 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

QUALIFICATIONS/ SKILLS

- Post-secondary diploma/degree in social work, Indigenous learning, women's studies with a minimum three (2) 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 case management/crisis response/intervention skills/needs/risk assessment 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.
- Knowledge and experience working with the LGBTQ2S2 community
- Strong organizational and time management skills with an ability to plan ahead define measurable objectives, outcomes and meet timelines
- Working knowledge of MS Office, internet, and general office equipment
- Current Police Record Check and Vulnerable Sector Screening are required
- First Aid and CPR certifications

RESPONSIBILITIES

- Work with, educate and coach Indigenous women involved with the CAS/VAW/Youth Justice System 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/Justice 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;
- 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.

ADMINISTRATIVE DUTIES

- Complete reports monthly, quarterly, and annually, e.g. client files, programming statistics, and monthly work plan, and submit on or before due date
- Maintain accurate, current client listing, case notes, and client files
- Collect, maintain and share a current inventory list of drop-in supplies and materials
- Effectively organize and update the calendar of events
- Assist with program budget expenditures, coordinate and prepare necessary paperwork with adequacy and reasonability
- Assist with other program workshop preparation and monitoring, as required

STANDARDS OF PERFORMANCE

- Adhere to policies, procedures and best practices as set by the NWRCT, and applicable funder mandated policies and procedures
- Ability to create and maintain a confidential, welcoming, friendly and safe environment

*The **Family Support Worker** will be directly accountable to the Program Manager or designate for the proper completion of the functions outlined in the job description*

Please provide a cover letter and resume to: Daniela Arrango at ed.admin@nwrct.ca

Due to the nature of the organization's culturally based social services, NWRCT encourages applications from Indigenous women (Section 24 (1) (a), Special Employment, Ontario Human Rights Code).

Position open until Filled