



# AKWE:GO WORKER

## Job Description

### **SUPERVISION:**

Under the direction of the Executive Director / Director of Operations, the Akwe:go Worker is responsible for the effective and efficient delivery and administration of the Akwe:go Program in accordance with all relevant policies and procedures.

### **JOB SUMMARY:**

The Akwe:go Worker is responsible for providing urban Aboriginal children ages 7-12 who are at risk the support, tools and healthy activities that build upon and foster their inherent ability to make healthy choices. This program has been designed based on a fundamental principle: to improve the quality of life of urban Aboriginal children through the delivery of culturally appropriate programming (participant based) and client based services in the areas of justice, social services and the educational system.

The Akwe:go Worker will provide comprehensive activities / programming that include social supports, health and physical development, education, institutional interventions, and individual / family support. Akwe:go is a Mohawk word meaning "everybody" or "all of us"

### **QUALIFICATIONS:**

1. Preferred diploma or degree in Social Services and/or equivalent experience.
2. Knowledge of social, cultural and recreational needs and interests of children and youth.
3. Knowledge and awareness of Indigenous culture and history, with particular emphasis on family violence, child welfare, the impacts of trauma, Indigenous youth engagement and community outreach; knowledge of an Aboriginal language(s) will be considered an asset.
4. Knowledge of relevant legislation, policies and procedures to ensure that children are supervised and safe at all times.
5. Ability to engage people to build trust and rapport; effective verbal and listening communication skills; excellent interviewing and counselling skills.
6. Self- motivated with ability to work with minimal supervision in a team-oriented setting.
7. Must possess strong organizational skills and ability to meet deadlines.
8. Excellent case and file management skills, stress management and time management skills.
9. Must be able to maintain confidentiality.
10. Group facilitation, team building and decision making skills; ability to problem solve and take initiative.
11. Effective crisis intervention skills.
12. Excellent proficiency in Microsoft Office including database applications.
13. Must be able to work flexible hours including after school, evenings and/or weekends.
14. A clear criminal reference check (CPIC) and Vulnerable Sector Clearance is a condition of employment.
15. Must have a valid Ontario Driver's License and reliable transportation.

**CORE COMPETENCIES:**

- **Inter-Cultural Competency Informed** – Able to incorporate a personal responsibility to increase sensitivity, awareness and implementation of TBIFC’s cultural teachings and organizational practices in both professional conduct and work-related deliverables. Ideally carries traditional knowledge and understands the history of Indigenous people and is considered to be of Good Mind.
- **Trauma-Based Practice Informed** – Able to incorporate a trauma-informed approach to recognize and respond to all forms of trauma and the necessity of supporting Indigenous people in a culture of tradition and safety in their healing journey.
- **Generative Curriculum Model Informed** – Able to incorporate generative approach to Indigenous learning and program development, building curriculum from community-relevant knowledge sources and co-creating knowledge through shared experiences, reflection and dialogue.
- **Indigenous Gender-Based Analysis Informed** – Able to incorporate an intersectional approach to gender, race and discrimination, and aware of subsequent intergenerational impacts affecting Indigenous women and their families.

**JOB RESPONSIBILITIES:**

The Akwe:go Worker shall have responsibility for the following:

1. **Case and File Management:**

- Maintain up-to-date client files that track and evaluate participation and progress in the program.
- Develop individual client care plans.
- Be knowledgeable of and work with community agencies and referral sources who will be in a position to assist clients in meeting immediate and long term goals.
- Effectively communicate with families and be responsive to client needs.
- Provide one-on-one supports, including counselling, peer and/or group support with children and families.
- Initiate and participate in case conferences as necessary to ensure needs of children and families are met.
- Provide home visitation and other tailored family support services.
- Advocate on behalf of clients and provides ongoing liaison services and follow-up to ensure individual needs are being met.
- Schedule visits with clients and follow through with case management.
- Work with Friendship Centre programs to promote a coordinated client service approach to ensure client needs are addressed.
- Maintain client confidentiality.

2. **Participant-Based Service Delivery:**

- Plan and implement activities to meet the physical, emotional, intellectual and social needs of the children and youth in the program.
- Conduct needs assessments for children and develop a plan of action to meet the needs of children referred to the Akwe:go Program.
- Coordinate program planning, delivery, and development activities that assist children's development by providing life skills, safety awareness and anti-violence training prevention activities.
- Incorporate a parent- support component that provides basic coping skills, tools and prevention education.
- Develop an after-school tutoring and mentoring programming for children who have medical or psychological challenges.
- Provide opportunities for challenged or at-risk children to participate in safe, supervised physical activity.
- Provide for and prepare nutritious meals and snacks as an integrated component of the program.
- Incorporate teachings and learning activities to enable program participants to make informed nutritional choices.
- Provide participant-based activities that include public education / awareness campaigns, workshops, presentations, events that address issues of concern to children and families.
- Facilitate the involvement of Elders and traditional people into the Akwe:go Program.
- Seek partnerships and resources to best meet the needs of program delivery.
- Develop and provide preventative programs and services for at-risk families with respect to issues of domestic violence, solvent abuse and family healing.

3. **Program Delivery:**

- Maintain documentation, records, and systems that are essential components of good project management that demonstrates services are being delivered.
- Plan agendas, secure necessary resources, organize and deliver programming and special activities as per annual service plan.
- Plan menus, shop for supplies, supervise volunteer involvement in food preparation, prepare and serve food to children and families as appropriate.
- Encourage culturally appropriate early intervention and prevention strategies including child development, health, nutrition, home safety, parent/child interaction, social, physical and intellectual development, coping strategies, etc.
- Prepare and provide nutritious meals and snacks, resources, and activities relevant to programs.
- Arrange for transportation to programming as required. Drive the Centre vehicles as needed; properly install appropriate car seats; maintain mileage records.
- Prepare for traditional items and medicines needed in preparation for clients.
- Ensure participants are supervised at all times.

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- Identify gaps and needs to deliver educational workshops and presentations.
- Work collaboratively with the TBIFC Children and Youth programs to actively participate in program planning, delivery and development.
- Promote inter-generational activities and joint programming.
- Participate in meetings with organizations related to program delivery.
- Evaluate program activities by developing and utilizing participant evaluation forms and/or any other evaluation tools or methods deemed necessary.
- Work within a specific budget and deliver programming accordingly.
- Work with other Friendship Centre programs to promote a coordinated approach to addressing family violence, positive mental health, healthy lifestyles, etc.
- Ensure Criminal Background Checks and vulnerable sector screening are secured and assessed for individuals volunteering in the program.
- Assist families in accessing needed community resources including interpreting services.
- Establish and maintain strong relationships with parents and families involved in the program.

#### 4. **Program Administration:**

- Submit written reports to the Executive Director / Director of Operations outlining programming activities, committee work, Friendship Centre activities, and other reports as required.
- Develop and maintain current, accurate and confidential participant files that reflect assessment, services and outcomes.
- Develop and implement annual service plans.
- Compile and submit statistical data using designation database systems.
- Accurately record statistical information as required and as it changes.
- Maintain comprehensive and up-to-date client files and systems that are essential components of good program management, which demonstrate the program is being delivered according to proposed work mandate and work plan.
- Respond to correspondence and information requests as required.
- Attend TBIFC Annual General Meeting.
- Complete internal administrative tasks i.e. time sheets, mileage, personal expense reports, etc.
- Participate in case audits, compliance audits, program evaluations and any other specially designed processes that may be undertaken to assess the effectiveness of the Akwe:go Program.

#### 5. **Community Development & Outreach:**

- Attend, participate, and/or facilitate relevant meetings, conferences or workshops as a representative of TBIFC.
- Promote the program and services of the Akwe:go Program and/or other TBIFC programs.
- Respond to general enquiries the Akwe:go Program's purpose, processes and procedures and/or any other information being requested.
- Research appropriate agencies for relevant referrals, resources and available community programs.

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- Network and liaise with other TBIFC programs, community agencies, funding sources, etc.
- Organize and/or participate in public education about children and youth.
- Support and participate in the development of Indigenous community child and youth initiatives.
- Initiate and maintain contact with community agencies, families and groups.
- Develop promotional material that advertises services and upcoming events.
- Participate as a resource person at training, committee meetings, etc., to ensure that information on culture, needs, concerns and aspirations of Indigenous children and families are expressed.
- Ensure the development of protocols and referral agreements appropriate to meet the developmental needs of Indigenous children in the community.

### **6. Training and Professional Development:**

- Participate in relevant conferences, training workshops and related courses and meetings for professional development as required or directed.
- Attend workshops, staff meetings, etc. as directed.
- Keep apprised of relevant legislation or policy changes in relation to children, youth and family services and social services fields.
- Identify professional development needs and bring requests forward for approval.

### **7. Health & Safety:**

- Observe health, fire and safety regulations; uphold health and safety standards.
- Ensure that Health and Safety policies incorporated into daily working practices are adhered to.
- Maintain Standard First Aid Level C with AED certification.
- Maintain current Safe Food Handling certification.

### **8. General Duties:**

- Perform other duties relevant to the program as assigned by the Executive Director / Director of Operations.
- Observe and uphold the policies, procedures, and practices of the Thunder Bay Indigenous Friendship Centre.
- Actively recruit, train and provide supervision to student placements, volunteers, etc.
- Ensure client files are secured in a locked filing cabinet on a daily basis.
- Actively promote and participate in community and TBIFC annual activities in keeping with the mandate and philosophy of the Friendship Centre.
- Work with other members of the team to ensure a wholistic program of care is maintained addressing the physical, psychological, and social needs of the service users.
- Ensure the premises and program resources are safe and secure.
- Work within an Aboriginal culturally competent framework.
- Notify the Executive Director or designate immediately of any difficulties including crisis or any other issues that may affect the ongoing delivery of the program.

**RELATIONSHIPS:**

**Executive Director / Director of Operations:**

The Akwe:go Worker will keep the Executive Director / Director of Operations apprised of all important matters related to the Akwe:go Program by providing regular written reports for review and oral reports on an ad hoc basis.

**Child and Family Services Program Manager and TBIFC Child and Youth Program Staff:**

The Akwe:go Worker will keep the Child and Family Services Program Manager apprised of all important matters related to the Akwe:go Program by providing regular written reports and oral reports on an ad hoc basis. The Child and Family Services Program Manager will provide daily supervision of the Akwe:go Worker. The Akwe:go Worker will work collaboratively with other TBIFC Child and Youth Program staff by maintaining communication lines to allow opportunity to share information relevant to the program, to maintain appropriate referrals to programs and services, and to participate in joint programming.

**TBIFC Program Staff:**

The Akwe:go Worker will work with other TBIFC program staff by maintaining communication to share information relevant to the program, to maintain appropriate referrals to programs and services, and to participate in joint programming. The Akwe:go Worker will work closely with the Child & Youth Team and will be supervised by the Child & Family Services Program Manager.

**ACCOUNTABILITY:**

The Akwe:go Worker is accountable to the Executive Director / Director of Operations for the efficient performance of their function.

**PROBATIONARY PERIOD:**

Upon commencement of employment, the Akwe:go Worker will be placed on a (9) nine month probationary period. An extended period of probation may be instituted at the discretion of the Executive Director. A performance appraisal will be completed at the end of the probationary period and will occur once annually thereafter.

**TERMS AND CONDITIONS OF EMPLOYMENT:**

1. Hours may vary but shall not exceed 35 hours per week unless prior approval has been authorized to exceed terms and conditions.
2. Adheres to policies and procedures according to the Thunder Bay Indigenous Friendship Centre's *Personnel Policy Manual* - March 24, 2010.

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3. Abides by the Code of Ethics as adopted by the Thunder Bay Indigenous Friendship Centre.
4. Adheres and applies the following:
  - a) A Policy Dealing with Allegations of Abuse against Individuals.
  - b) A Protocol for the Reporting of Child Abuse and Neglect between Dilico Anishnabek Family Care and the Indian Youth Friendship Society.
5. Signs and adheres to an Oath of Confidentiality
6. Maintain a clear criminal reference check (CPIC) and Vulnerable Sector Clearance

### **CAUSES FOR DISMISSAL:**

Please refer to the Thunder Bay Indigenous Friendship Centre's Personnel Policy Manual.

### **WORKING CONDITIONS:**

**Physical Demands:** The Akwe:go Worker will spend long hours sitting, standing, and using office equipment and computers which can cause muscle strain. The Akwe:go Worker may be lifting equipment and materials up to 50 lbs. The worker may have to lift and carry using appropriate lifting techniques, bend, push, pull, grip, reach, kneel, crouch using good body mechanics and includes walking, sitting, standing and climbing stairs.

**Environmental Conditions:** The Akwe:go Worker will be working in a busy and occasionally noisy environment. The worker may make visits to clients' homes and will be required to move throughout the community, including indoor and outdoor environments in all seasons. The Akwe:go Worker may come in contact with children who are ill and/or contagious, and must take precautions to ensure the health and safety of all children, parents, staff and themselves.

**Sensory Demands:** Traditional Medicines and healing practices are utilized in ceremonies and circles; these may affect senses and respiratory system. The Akwe:go Worker must be very adept at listening to others and spending long hours on the computer preparing detailed reports which requires attention to detail and high levels of accuracy.

**Mental Demands:** There are regular deadlines associated with this position which may cause stress. The worker must also deal with a wide variety of people.

Caring for children can be stressful. The Akwe:go Worker must ensure that children are supervised at all times, and that children are involved in safe and appropriate activities. There may be a number of situations happening at once, and the must be prepared to handle accidents and emergencies at any time.

The Akwe:go Worker will supervise student placements and volunteers and will need to prioritize tasks, be prepared and well organized, and will benefit from healthy self-care practices.

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**CERTIFICATION:**

I certify that I have read and understand the responsibilities to this position.	Supervisor has reviewed with employee the job responsibilities as described in this document and has discussed expected standards of performance.
_____ Employee Signature	_____ Supervisor's Title
_____ Printed Name                      Date	_____ Supervisor's Signature              Date

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 of the position.

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of this job description at any time without prior notice.

**June 2023**