



Indigenous Peer Support Program Coordinator

SUPERVISION:

Under the direction of the Executive Director / Director of Operations, the Indigenous Peer Support Program Coordinator is responsible for the effective and efficient delivery and administration of the Indigenous Peer Support Program (IPSP) in accordance with all relevant policies and procedures.

JOB SUMMARY:

The Indigenous Peer Support Program Coordinator's primary responsibility is to provide networks of support and mentorship to urban Indigenous individuals under community supervision orders as they seek to improve their mental health, reduce any harms associated with their behaviours, avoid justice system recidivism, and pursue wholistic well-being. This position will collaborate with members of an interdisciplinary team to plan, implement, and coordinate services and support in consultation with individuals and partnering programs.

QUALIFICATIONS:

- Preferred degree in Social Services, Indigenous Studies, or in a related human services field, with specialized training and/or minimum 3 years of work experience in mental health or justice services environment.
- Strong knowledge and awareness of Indigenous culture and history, with particular emphasis on family violence, child welfare, the impacts of trauma, engagement and community outreach; knowledge of an Indigenous language(s) will be considered an asset.
- Knowledge of the judicial system, Criminal Code, and other related federal and provincial statutes, and related court decisions regarding Indigenous persons. Knowledge of sentencing principles, alternative measures and restorative justice principles. Experience in Restorative Justice and Conflict Resolution is an asset.
- Experience working with high-risk clientele experiencing concurrent issues.
- Experience in community service planning, delivery, and administration.
- Self-motivated individual with ability to work with minimal supervision in team-oriented setting.
- Excellent case and file management skills, stress management and time management skills; ability to meet deadlines.
- Ability to engage people to build trust and rapport; effective communication skills.
- Group facilitation, team building and decision making skills; ability to take initiative.
- Effective crisis intervention skills; ability to provide individual support and advocacy.
- Proficiency in Microsoft Office including database applications.
- Ability to work flexible hours, including evenings and/or weekends.
- A clear criminal reference check (CPIC) and Vulnerable Sector Clearance is a condition of employment.
- Must have a valid Ontario Driver's License and reliable transportation.

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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.
- **Restorative Justice Practice Informed** – Able to incorporate a restorative-justice informed approach to promote, recognize and respond to restorative justice principles and the necessity of supporting Indigenous people in a culture of tradition and effective justice interventions in their healing journey.
- **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 Indigenous Peer Support Program Coordinator shall have responsibility for the following:

1. Case and File Management:

- Develop and maintain current, accurate and confidential client files that reflect assessment, services, and outcomes.
- Complete intake, assessment, action plans, referral services, and aftercare supports as necessary.
- 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.
- Provide one-on-one supports, including counselling, peer and/or group support.
- Initiate and participate in case conferences as necessary to ensure client needs are met.
- Provide referrals and advocacy services to individuals experiencing mental health and addiction-related issues such as relapse prevention, depression, anxiety, concurrent disorders, etc.
- Advocate on behalf of clients and provide ongoing liaison services and follow-up to ensure individual needs are being met.
- Schedule visits with clients and follow through with case management.
- Develop annual service plans.
- Work in collaboration with Friendship Centre programs to provide wrap-around services.

2. Participant-Based Service Delivery:

- Assist clients under community supervision orders as needed in navigating the justice system.
- Coordinate mentorship for urban Indigenous individuals as they exit incarceration, particularly with regards to mental health or addiction concerns.
- Wherever possible, visit Indigenous inmates and provide services in detention facilities to build relationships and begin planning for the client's release.
- Provide services that help improve mental well-being using strengths-based approaches to achieve and maintain a Good Mind.
- Provide services that support and improve individual emotional well-being and the ability to recognize and maintain healthy relationships.
- Provide services that increase access to cultural knowledge and activities that foster self-respect and identity.
- Establish and maintain strong relationships with participants involved in the program.
- Model behaviour in a manner that serves as an example of positive cultural values, attitudes, beliefs, and actions as they pertain to healthy living.
- Facilitate the involvement of Elders and traditional people into the Indigenous Peer Support Program.
- Prepare for traditional items and medicines needed in preparation for clients.
- Ensure participants are supervised at all times.
- Apply harm reduction principles in meeting client needs.
- Arrange for emergency assistance as required in areas pertaining to crisis intervention.
- Support the development of healing circles, peer support groups and self-help processes to assist in community healing.
- Increase awareness of mental health and wellness issues, risks or concerns in the community.

3. Program Delivery:

- Maintain documentation, records, and systems that are essential components of good project management that demonstrates services are being delivered.
- Work collaboratively with justice system stakeholders to support the mental health and cultural needs of clients as they exit incarceration.
- Work collaboratively with other community agencies to find housing, employment, and other essential supports.
- Arrange for transportation to programming as required.
- Offer land-based activities focused on the connection to nature and creating space for positive self-identity.
- Facilitate transmission of cultural knowledge through teachings, storytelling, and peer-based activities.
- Prepare for traditional items and medicines needed in preparation for clients.
- Connect with Elders and Traditional Knowledge Keepers to support cultural programs and services for clients.
- 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.

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- Work within a specific budget and deliver programming accordingly.
- Work with other Friendship Centre programs to promote a coordinated approach to addressing positive mental health, healthy lifestyles, etc.
- Connect with Elders and/or traditional resource people to conduct ceremonies as appropriate to the geographic areas and customs.
- Acquire, maintain and care for education tools/resources e.g. treatment options, resources, videos, etc.
- Coordinate land-based activities as part of the healing continuum, e.g. medicine picking, etc.
- Assist in the development, implementation, and facilitation of new and relevant cultural services/programs within the Friendship Centre.

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.
- 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 logs, 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 Indigenous Peer Support Program.

5. Community Development & Outreach:

- Work with Friendship Centre staff in support of the development of culture-based work plans that best support program and service design and provision for urban Indigenous participants.
- Engage a small network of volunteers, those experienced with mental health, addictions, and the justice system, to offer ongoing supports for urban Indigenous persons.
- Assist in creating support service agreements through various internal and external partners through networking, committee work, and cultural knowledge exchange with Indigenous and non-Indigenous service providers/agencies.
- Attend, participate, and/or facilitate relevant meetings, conferences or workshops as a representative of TBIFC.
- Promote the program and services of the Indigenous Peer Support Program and other TBIFC services.
- Respond to general enquiries of the Indigenous Peer Support Program's purpose, processes and procedures and/or any other information being requested.
- Create and maintain a directory of supports and services appropriate for mental health and wellness supports and services, such as Treatment Centres, Healing Lodges, and other relevant health and social programs.
- Organize and/or participate in public education about mental health, traditional healing and wellness, restorative justice, and/or addiction prevention workshops for the community.
- Support and participate in the development of Indigenous community healing and wellness initiatives.

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 the social services, justice, and mental health fields.
- Identify professional development / training needs and brings to the attention of the Justice Services Program Manager and Director of Operations for approval.
- Remain current and implement wise practices in mental health and wellness service provision from a culturally informed perspective.

7. Health & Safety:

- Observe health, fire and safety regulations; uphold health and safety standards.
- Ensure that the Health and Safety policies incorporated into daily working practices are adhered to.
- Maintain Standard First Aid Level C with AED 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 Indigenous culturally informed 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 Indigenous Peer Support Program Coordinator will keep the Executive Director / Director of Operations apprised of all important matters related to the Indigenous Peer Support Program by providing regular written reports for review and oral reports on an ad hoc basis.

TBIFC Program Staff: The Indigenous Peer Support Program Coordinator will work with other TBIFC 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.

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ACCOUNTABILITY:

The Indigenous Peer Support Program Coordinator is accountable to the Executive Director / Director of Operations or designate for the efficient performance of their function. The Indigenous Peer Support Program Coordinator will be supervised by the Justice Services Program Manager.

PROBATIONARY PERIOD:

Upon commencement of employment, the Indigenous Peer Support Program Coordinator 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.
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 Ojibway Child and Family Services 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.

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WORKING CONDITIONS:

Physical Demands: The Indigenous Peer Support Program Coordinator will spend long hours sitting, standing, and using office equipment and computers which can cause muscle strain. The worker may be lifting equipment and materials up to 30 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. The Indigenous Peer Support Program Coordinator may also have to manage physically threatening clients and be prepared to be responsible for their own safety and the safety of others.

Environmental Conditions: The Indigenous Peer Support Program Coordinator will be working in a busy and occasionally noisy environment, and may find their office to be busy with both scheduled and unscheduled clients. The worker will be required to move throughout the community, including indoor and outdoor environments in all seasons. The worker must be ready to respond quickly and effectively to many types of situations, including crisis situations.

The Indigenous Peer Support Program Coordinator may come in contact with community members who are ill and/or contagious and must take precautions to ensure the health and safety of all individuals including self.

Sensory Demands: Traditional Medicines and healing practices are utilized in ceremonies and circles; these may affect senses and respiratory system. The Indigenous Peer Support Program Coordinator 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.

The Indigenous Peer Support Program Coordinator will be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves or their homes. The worker may experience a number of unpleasant sensory demands associated with the use of alcohol and drugs, and the lack of personal care.

Mental Demands: There are regular deadlines that require attention to detail with this position which may cause stress. The Indigenous Peer Support Program Coordinator must deal with a wide variety of people and will have to manage a number of requests and situations at one time.

There may be a number of activities and situations happening at once and the Indigenous Peer Support Program Coordinator must be prepared to prioritize and multitask. The workload may be unpredictable and difficult to manage at times.

The Indigenous Peer Support Program Coordinator must deal with a wide variety of people with challenging personal issues. Caring for people in crisis can be stressful; the worker must monitor their own time and stress levels to ensure that they are able to effectively assist clients.

The Indigenous Peer Support Program Coordinator must ensure that clients are supervised at all times and that clients 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.

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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.

August 2023