



INTERGENERATIONAL STRENGTH & RESILIENCY PROGRAM COORDINATOR Job Description

SUPERVISION:

Under the direction of the Executive Director / Director of Operations, the Intergenerational Strength & Resiliency Program Coordinator is responsible for the effective and efficient delivery and administration of the Intergenerational Strength & Resiliency Program (ISRP) in accordance with all relevant policies and procedures.

JOB SUMMARY:

The Intergenerational Strength & Resiliency Program Coordinator will, through a coordinated service approach, address the intergenerational traumas caused by Indian Residential Schools through strength-based approaches with the goal of supporting intergenerational healing and living in balance. The ISRP Coordinator will work closely with community partners and other knowledge carriers while working to provide access to cultural services, and to promote and support Intergenerational healing in Thunder Bay. Confidential mental health and addiction supports and promotion of healthy lifestyles are part of the service deliverables for individuals, families, and the community.

QUALIFICATIONS:

1. Post-secondary education in Indigenous studies, mental health or addictions, social work, and/or combination of education and relevant work experience; minimum of three years of demonstrated and related work experience within an Indigenous organization or community.
2. Strong knowledge and awareness of Indigenous culture and history, with particular emphasis on the impacts of residential schools, child welfare system, trauma, family violence, and impacts of colonialism on intergenerational language transmission and Indigenous identity.
3. Knowledge of Indigenous language(s) will be considered an asset.
4. Experience working with urban Indigenous children, youth, families and individuals in a healing and reconciliation capacity; experience with youth engagement and community outreach.
5. Experience working with high-risk clientele experiencing concurrent issues.
6. Experience planning and leading educational, one-on-one and/ or support groups. Ability to plan, coordinate and deliver educational and cultural workshops.
7. Self-motivated individual; ability to work with minimal supervision in a team-oriented setting.
8. Excellent case and file management skills, stress management and time management skills, ability to meet deadlines.
9. Ability to engage people to build trust and rapport; effective communication skills.
10. Group facilitation, team building and decision-making skills; ability to take initiative.
11. Effective crisis intervention skills.
12. Proficiency in Microsoft Word including database applications.
13. Ability to work flexible hours, including evenings and/or weekends.
14. A satisfactory 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.

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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.
- **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.
- **Generative Curriculum Model Informed** – Able to incorporate generative approach to curriculum development, developing curriculum from community-relevant knowledge sources and co-creating knowledge through shared experiences, reflection and dialogue.

JOB RESPONSIBILITIES:

The Intergenerational Strength & Resiliency Program Coordinator 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.
- Complete intake process with clients.
- Provide wrap-around services and strength-based action plans for Indigenous community members, i.e., healing, wellness, addictions free activities, positive parenting, family interaction, and cultural awareness.
- 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.
- Initiate and participate in case conferences as necessary to ensure client needs are met.
- 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.
- Work with Friendship Centre programs to promote a coordinated client service approach to ensure client needs are addressed.

2. Participant-Based Service Delivery:

- Facilitate talking, teaching and healing circles, with a priority to services and supports that address trauma-informed intergenerational healing, strength, and resilience for Indigenous community members.
- Provide direct traditional-based counselling and participate in Action Planning and CAS-related Case Conferencing.
- Advocate and provide one-to-one or group counselling service.
- Model behaviour in a manner that serves as an example of positive cultural values, attitudes, beliefs, and actions.
- Assist clients in securing applicable supports, including registration and Indian status, Metis citizenship.
- Promote language restoration and arrange for translation services for individuals and families.
- Assist in arranging transportation for clients as needed.
- Provide participant-based activities that include public education / awareness campaigns, workshops, presentations, events that support traditional healing and cultural identity.
- Support the development of healing circles, peer support groups and self-help processes to assist in community healing.
- Facilitate the involvement of Elders and traditional people into the Intergenerational Strength & Resiliency Program.

3. Program Delivery:

- Maintain documentation, records, and systems that are essential components of good project management that demonstrates services are being delivered.
- Coordinate development of healing circles, peer support groups and self-help processes to assist in community healing, anger management, positive self-image development, and positive relationships.
- Plan agendas, secure necessary resources, organize and deliver individual and group activities.
- Prepare and provide nutritious meals and snacks as a component of program.
- Work with the Friendship Centre and selected Elders/Knowledge Keepers and language speakers in the development of language curriculum.
- Develop all materials as required for Friendship Centre use.
- Connect with Friendship Centre programs to coordinate services and activities.
- 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 intergenerational healing and resiliency.
- Coordinate social events, community feasts, and cultural knowledge exchange /mentorship activities.

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- Coordinates the purchase of mental health services and counselling.
- Acquire, maintain and care for education tools/resources e.g., language resources, materials, books, and traditional and sacred items.
- Deliver Intergenerational Strength & Resiliency education, e.g., historical teachings, conversational language, language classes, language resources and curriculum, etc.
- Coordinate land-based activities, opportunities for cultural knowledge exchange, and connections to traditional knowledge carriers to support cultural healing and positive self-identity.
- Assist in the development, implementation, and facilitation of new and relevant intergenerational healing and wellness services/programs within the Friendship Centre.
- Integrate trauma-informed practices and processes 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, completed projects, outlines, resource development, and other reports as required.
- Compile and submit statistical data using designation database systems.
- Accurately record statistical information as required and as it changes.
- Develop annual plan for the Intergenerational Strength & Resiliency Program.
- 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 Intergenerational Strength & Resiliency Program.

5. Community Development & Outreach:

- Work with Friendship Centre staff in support of the development of trauma-informed, intergenerational healing work plans that best support program and service design and provision for urban Indigenous participants.
- Improves service system pathways relevant to intergenerational trauma, mental health and addictions for urban Indigenous individuals and families.
- Attend, participate, and/or facilitate relevant meetings or workshops as a representative of TBIFC.
- Work with local stakeholders and community service organizations and institutions to promote intergenerational healing and wellness, cultural competency, and awareness.
- Respond to general enquiries of the Intergenerational Strength & Resiliency Program's purpose, processes and procedures and/or any other information being requested.
- Create and maintain a trusted mental health / knowledge carrier/Elder resource/directory.
- Create and maintain organizational cultural competency, safety & cultural sustainability, particularly

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on intergenerational strength and resiliency.

- Provide insight and support in the development of protocols and agreements with internal and external stakeholders as directed.
- Participate as a resource person at training sessions, committee meetings, etc., to ensure that information on culture, intergenerational healing and associated traumas, and needs and aspirations of Indigenous people are expressed.
- Organize and/or participate in public education about intergenerational resiliency, traditional culture, historical impacts on Indigenous peoples, and other knowledge sharing workshops.
- Organize and/or coordinate public memorial/reconciliation events and other community awareness campaigns.
- Develop promotional material that advertises services and upcoming events.

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 and language revitalization fields.
- Identify professional development needs and bring to attention of the Director of Operations.
- Remain current and implement wise practices in service provision from a culture-based platform.

7. Health and 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.
- Maintain Safe Food Handling certification.

8. General Duties:

- Perform other relevant duties as assigned by the Executive Director / Director of Operations.
- Observe and uphold the policies, procedures, and practices of TBIFC.
- Actively recruit, train and provide supervision to student placements, volunteers, etc.
- Maintain and secure facilities and equipment and ensures tangible resources and client files are secured in a locked filing cabinet on a daily basis.
- Actively promote and participate in community / TBIFC annual activities in keeping with the mandate and philosophy of the Friendship Centre; work within an Indigenous culturally competent framework.
- 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.
- 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.

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RELATIONSHIPS:

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

TBIFC Program Staff: The Intergenerational Strength & Resiliency 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. The ISRP Coordinator work closely with the Wellness Services Program Manager and with the Friendship Centre Wellness program staff.

ACCOUNTABILITY:

The Intergenerational Strength & Resiliency Program Coordinator is accountable to the Executive Director / Director of Operations for the efficient performance of their function.

PROBATIONARY PERIOD:

Upon commencement of employment, the Intergenerational Strength & Resiliency Program Coordinator will be placed on a nine (9) 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 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*.

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WORKING CONDITIONS:

Physical Demands: The Intergenerational Strength & Resiliency Program Coordinator will spend long hours sitting, standing, and using office equipment and computers which can cause muscle strain. The ISRP Coordinator may be lifting equipment and materials up to 30 lbs. The ISRP Coordinator 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 Intergenerational Strength & Resiliency Program Coordinator will be working in a busy and occasionally noisy environment. The worker will be required to move throughout the community, including indoor and outdoor environments in all seasons. The ISRP Coordinator must be ready to respond quickly and effectively to many types of situations, including crisis situations.

The Intergenerational Strength & Resiliency 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 Intergenerational Strength & Resiliency 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.

Mental Demands: There are regular deadlines that require attention to detail with this position which may cause stress. The Intergenerational Strength & Resiliency 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 ISRP Coordinator must be prepared to prioritize and multitask. The workload may be unpredictable and difficult to manage at times.

The ISRP 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 ISRP 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.

In addition to the above working conditions, other circumstances that the ISRP Coordinator may be required to adapt to include occasional evening / weekend work and out-of-town travel.

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CERTIFICATION:

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| 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.

May 2023