



INDIGENOUS HEALING & WELLNESS COORDINATOR Job Description

SUPERVISION:

Under the direction of the Executive Director and the Director of Operations, the Indigenous Healing and Wellness Coordinator is responsible for the effective and efficient delivery and administration of the Indigenous Healing and Wellness Strategy in accordance with all relevant policies and procedures.

JOB SUMMARY:

The Indigenous Healing and Wellness Coordinator's primary responsibility is to ensure that the healing and wellness needs of the Indigenous community are addressed by implementing the Indigenous Healing and Wellness Strategy at the local level in order to reduce family violence through crisis intervention and through the delivery of educational / prevention workshops and culture based programming. Confidential client services, education and support to individuals, families and the community, and promotion of healthy lifestyles and healthy relationship choices are part of the service deliverables.

QUALIFICATIONS:

- Preferred degree in Social Work or in a related human services field, with specialized training or experience in the area of family violence issues.
- Knowledge of Indigenous Healing and Wellness Strategy and violence reduction initiatives; ability to deliver PAR Program (Partner Assault Response Program) considered an asset.
- Strong knowledge and awareness of Indigenous culture and history, with particular emphasis on family violence, child welfare, the impacts of trauma, Indigenous engagement and community outreach; knowledge of an Indigenous language(s) will be considered an asset.
- Experience working with high-risk clientele with in a helping capacity.
- Experience planning and leading educational, one-on-one and/ or support groups. Ability to deliver prevention programming to reduce family violence.
- Effective crisis intervention skills / prevention skills.
- Excellent public relations skills and thorough knowledge of available community resources.
- Self-motivated individual with ability to work with minimal supervision in a team orientated 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.
- Proficiency in Microsoft Office including database applications.
- Ability to work flexible hours, including evenings and/or weekends.
- A clear Vulnerable Sector Clearance is a condition of employment.
- 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.
- **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.
- **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.

JOB RESPONSIBILITIES:

1. **Case and File Management:**

- Develop and maintain current, accurate and confidential participant files that reflect assessment, services and outcomes.
- Complete intake process with clients.
- 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.
- Assist clients in preparing treatment and/or transition plans.
- Develop annual service plans.
- Work with Friendship Centre programs to promote a coordinated client service approach to ensure client needs are addressed.

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

- Provide direct traditional-based counselling and participate in Action Planning and case conferencing; advocate and provide one-to-one or group counselling service.

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- Assist clients in preparing safety plans.
- Apply harm reduction principles in meeting client needs.
- Arrange for emergency assistance as required in areas pertaining to crisis intervention, including follow up and support.
- Model behaviour in a manner that serves as an example of positive cultural values, attitudes, beliefs, and actions.
- Refer victims of family violence to appropriate services.
- Link perpetrators of family violence with legal services or appropriate treatment services.
- Provide and/or arrange for translation services for individuals and families.
- Assist in arranging transportation for clients as needed.
- Assist in the development of a support system with the client.
- Assist client in transition planning, if needed, and in preparing treatment and travel plans.
- Provide participant-based activities that include public education / awareness campaigns, workshops, presentations, events that address family violence issues.
- Support the development of healing circles, peer support groups and self-help processes to assist in community healing.
- Increase awareness of specific family violence issues, risks or concerns in the community.
- Promote violence free lifestyles.
- Facilitate the involvement of Elders and traditional people, who have undergone their own healing and wellness journey, into the Indigenous Healing and Wellness Program.

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 individual and group activities.
- Prepare and provide nutritious meals and snacks as a component of the program.
- Arrange for transportation to programming as required.
- Prepare for traditional items and medicines needed in preparation for clients.
- Identify gaps and needs to deliver educational workshops and presentations.
- Connect with Friendship Centre programs to coordinate services and activities that meet the plan of care needs of 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.
- Work within a specific budget and deliver programming accordingly.
- Work with other Friendship Centre programs to promote a coordinated approach to addressing family violence reduction, 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. crisis services, treatment options, resources, videos, etc.

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- 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, 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 Healing and Wellness 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 Indigenous Healing & Wellness Program and/or other TBIFC programs.
- Work with local stakeholders and community service organizations and institutions to promote family violence awareness and reduction.
- Respond to general enquiries of the Indigenous Healing & Wellness Program's purpose, processes and procedures and/or any other information being requested.
- Research appropriate agencies for relevant referrals, resources and available community programs.
- Create and maintain a directory of supports and services appropriate for family violence supports and services, such as Treatment Centres, Crisis Homes, Healing Lodges, and other relevant health and social programs.
- Network and liaise with other TBIFC programs, community agencies, funding sources, etc.
- Organize and/or participate in public education about family violence, mental health, traditional healing and wellness, and/or violence prevention workshops for the community.
- Support and participate in the development of Indigenous community healing and wellness initiatives.
- Initiate and maintain contact with community agencies, clients and groups.
- 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 family violence fields.
- Identify professional development / training needs and bring to the attention of the Director of Operations for approval.
- Remain current and implement wise practices in healing and wellness service provision from a gender-based analysis informed and culture based platform.

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.
- Maintain 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 Indigenous 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.

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RELATIONSHIPS:

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

TBIFC Program Staff: The Indigenous Healing and Wellness 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 Coordinator will work closely with the Friendship Centre Wellness program staff and will be supervised by the Wellness Services Program Manager.

ACCOUNTABILITY:

The Indigenous Healing and Wellness Coordinator is accountable to the Executive Director / Director of Operations or designate for the efficient performance of their function.

PROBATIONARY PERIOD:

Upon commencement of employment, the Indigenous Healing and Wellness Coordinator will be placed on a (9) nine-month probationary period. A performance appraisal will be completed after the probationary period and will occur once annually thereafter. An extended period of probation may be instituted at the discretion of the Executive Director.

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 Indigenous Healing and Wellness Coordinator will spend long hours sitting, standing, and using office equipment and computers which can cause muscle strain. The Indigenous Healing and Wellness Coordinator 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 Healing and Wellness 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 Healing and Wellness 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 visit clients' homes and 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 Healing and Wellness 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 Healing and Wellness 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 Indigenous Healing and Wellness 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 Healing and Wellness Coordinator must be prepared to prioritize and multitask. The workload may be unpredictable and difficult to manage at times.

The Indigenous Healing and Wellness 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 Healing and Wellness 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:

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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 | Director of Operations _____ Supervisor's Title |
| _____ Printed Name | _____ Supervisor's Signature |
| _____ Date | _____ 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.

September 2022