



## EMPLOYMENT OPPORTUNITY SUPPORT SERVICES SUPERVISOR

<b>POSITION TITLE</b>	Support Services Supervisor
<b>OPERATION</b>	Weliankweyasimk Women's Shelter
<b>SALARY</b>	depending on qualifications and experience
<b>TERM</b>	Permanent/Full-Time/40 hours per week
<b>LOCATION</b>	Halifax Nova Scotia
<b>ESTIMATED START DATE</b>	July 2025

Wasoqopa'q First Nation (formerly Acadia First Nation) is governed as a custom band under the provisions of the Indian Act with established bylaws, policies and procedures. The First Nation's electoral system constitutes an election once every five (5) years with positions for one Chief and eight (8) councillors. Chief and Council elect, are the governing body responsible for making decisions for the overall health and well-being of communities, Elders, youth and families.

Wasoqopa'q First Nation is unique in its geographical composition, spread throughout the Southwestern regions of Nova Scotia spanning five counties from Yarmouth to Halifax, encompassing six (6) reserves - Yarmouth, Ponthook, Medway, Wildcat, Gold River, and Hammonds Plains, in both rural and urban settings. To support administration and business operations, Wasoqopa'q First Nation, with supporting staff, provides programs and services within two (2) Health Centres, a Youth Centre, two (2) Community Centres, six (6) administration offices, and six (6) business establishments, including economic development, education, employment, fishing, forestry, health, housing & maintenance, human resources, and social.

Wasoqopa'q First Nation owns and operates the Weliankweyasimk Women's Shelter, an Indigenous Women's Shelter dedicated to providing a safe and supportive environment for Indigenous women and children who have experienced family violence. The facility operates with 24-hour staffing, a 24-hour crisis line, supportive counselling, programming and assistance in navigating external programming, services and systems. The team of the Weliankweyasimk Women's Shelter provide a holistic and client-centered approach to programs and services that are culturally grounded, built upon Indigenous culture, traditions and healing practices, that encourages healing, empowerment, growth and increased overall well-being for Indigenous women and children in maintaining a healthy, violence free lifestyle.

### POSITION OVERVIEW AND OBJECTIVE

WFN is currently recruiting for a Support Services Supervisor, reporting to the Executive Director, is responsible for supporting and maintaining daily operations and programming of the Shelter, supervising employees in a holistic approach and combination of traditional, cultural and western supports, that meets the physical, emotional, mental and spiritual needs of Indigenous women, children and youth in accordance with the Weliankweyasimk Women's Shelter vision and values.

### ESSENTIAL FUNCTIONS AND DUTIES

#### OPERATIONS AND ORGANIZATIONAL SUPPORT

- Oversees the daily operations and programming of the Shelter, including, client, staff and visitor safety, cleanliness, and compliance in accordance with Shelter policies and procedures
- Submits regular reports to the Executive Director regarding daily operations, providing clear, accurate, complete and timely records
- Supports the Executive Director in maintaining equipment, furniture, and facilities spaces,



inventory and procurement of supplies

- Continuously seeks to improve the quality of client services provided within the Shelter

#### **STAFF AND TEAM SUPERVISION**

- Establishes and maintains healthy, collaborative, supportive working relationships with employees, working and contributing in a team environment
- Supervises and supports employees with an inclusive and collaborative supervisory style approach, communicating effectively through shift changes
- Leads employees in a client centred holistic approach to supporting clients directly, honestly and with empathy, focused on a combination of traditional, cultural and western supports
- Supports new employees providing training in the Shelter's policies and procedures
- Works collaboratively with the Administrative Assistant, regarding shift schedules of Support Workers
- Organizes and implements smooth shift changes, to provide consistent support services for clients of the Shelter
- Monitors employee performance and collaborates with the Executive Director to conduct annual performance reviews
- Ensures employees are keeping accurate records, including daily statistics in the log book, client files, phone log, case notes and communications log that provides other Support Services Workers with up to date information to support service delivery, including counselling, trauma and crisis interventions and referrals for other community services
- Participates in staff meetings to discuss overall operations, clients, health and safety, and address overall concerns
- Conducts support services team meetings to discuss support, counselling, programs and services and address concerns
- Addresses workplace conflict, working to resolve and address employee concerns
- Supports staff training for ongoing learning, growth and professional development

#### **COUNSELLING AND EDUCATIONAL SERVICES**

- Provides direction to employees regarding individual and or group support counselling services, support groups and healing circles that address past abuse, addictions, healthy relationships and other areas to encourage healing and recovery
- Leads and mentors' employees in providing a holistic approach to health and wellness through the development, and delivery of programs and services focused on physical, emotional, mental and spiritual needs (e.g. culture, recreation, life skills, food skills and security, parenting, job readiness, anger and time management, stress and anxiety, and conflict resolution)
- Ensures programs and services are delivered in accordance with the Shelter's goals and objectives
- Collaborates and coordinates with external culture and educational providers, including Elders, Knowledge Holders, Culture and Language Coordinators, Mi'kmaw communities, Mi'kmaw and Indigenous organizations and community services organizations to support and conduct programs and services within the Shelter

#### **HOUSEHOLD FUNCTIONS**

- Ensures smooth operations of the Shelter, overseeing operational duties, making sure the Shelter is clean, tidy and safe, in accordance with Health and Safety regulations
- Monitors and ensures adequate inventory and supplies are available to employees and clients
- Develops and provides a meal plan that promotes and encourages healthy meals and snack preparation and consumption
- Ensures employees are cleaning and preparing rooms and other amenities for incoming clients,



including bedding, furniture and high touch surfaces, as outlined in the Shelter's cleaning procedures, maintaining a hygienic living space

- Ensures employees are conducting housekeeping services such as laundry, housecleaning, room cleaning and are completed in accordance with shift schedule checklists

#### **CLIENT SERVICES**

- Develops and implements effective move-in/move out plans, policies and procedures
- Provides direction and guidance to employees, regarding client case management, programs and service delivery, including supportive counselling, trauma and crisis interventions and follow-up services available to women, children and men who experience violence.
- Creates and maintains, with the Shelter team, a safe, trusting, respectful, and accepting atmosphere for Shelter clients, children and youth
- Leads and encourages employees in providing a client centred holistic approach to supporting clients directly, honestly and with empathy, focused on a combination of traditional, cultural and western supports
- Provides transportation, accompaniment, support and advocacy for client meetings and or appointments, as necessary
- Works with employees to address client progress and effectiveness of individual plans and reports addressing and resolving concerns to move forward

#### **HEALTH AND SAFETY**

- Adheres to and supports compliance of all Health and Safety regulations, including the safety of all clients, employees and visitors
- Leads and encourages a workplace culture that takes responsibility for Health and Safety
- Organizes, with employees, regular safety and security checks are conducted in accordance with the Shelter's Health and Safety policies and procedures (e.g. secure medications in designated area)
- Ensures the Shelter is safe and secure from break-ins, fire and other hazards or potential dangers
- Maintains working relationship with the RCMP and emergency services to support crisis situations and or addressing safety and security dangers of women, children and youth and the Shelter
- Coordinates and participates in all Health and Safety training, in accordance with the requirements of the position

#### **OTHER DUTIES AND FUNCTIONS**

- Maintains strict confidentiality and professional boundaries with all clients and employees
- Develops and maintains collaborative and productive working relationships with external community service providers, funders, vendors, community resources and or tools to support operations of the Shelter and assist employees in addressing client needs
- Coordinates and actively participates in team meetings and communications that support the operations of the Weliankweyasimk Women's Shelter
- Adhere to all Wasoqopa'q First Nation (WFN) Policies, Procedures and Weliankweyasimk Women's Shelter procedures, as required
- Other duties, training and activities related to support the operational needs of the Weliankweyasimk Women's Shelter, as required

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#### **QUALIFICATIONS**

- Bachelor's Degree in Social Work, Child and Youth Care, Psychology or other social science or health related disciplines with a minimum of two years supervisory experience, or an equivalent combination of education and experience, preferably with a First Nation and or Indigenous



organization

- Minimum of two year's experience in program and case management, and crisis intervention
- Knowledge of Mi'kmaq and or Indigenous Culture & History
- Knowledge and experience working in a Mi'kmaw and or Indigenous communities
- Must possess a valid Class 5 driver's license with a good driving abstract and have access to a reliable vehicle for work purposes
- Proof of \$ 2.0 million liability insurance
- Non-Violent Crisis Intervention Training (NVCIT) is considered an asset
- Applied Suicide Intervention Skills Training (ASIST) is considered an asset
- Trauma Informed Care Training is considered an asset
- Mental Health First Aid, First Aid & CPR, WHMIS and OH&S Certification is considered an asset
- Criminal record and vulnerable sector check upon hiring
- Child Abuse Registry Check upon hiring and renewal every two years

**REQUIRED ABILITIES, SKILLS AND COMPETENCIES**

- Demonstrated knowledge and cultural sensitivity, in understanding and respecting diverse backgrounds and lifestyles
- Demonstrated leadership and strong supervisory skills based on sound professional practices
- Demonstrated ability to build a strong team environment with an inclusive, collaborative and supportive approach
- Excellent communication, interpersonal and public relations skills
- Ability to negotiate and or mediate conflict, understands how to use de-escalation and non-violent communication techniques
- Ability to function effectively in difficult or crisis situations, with proven conflict resolution and crisis intervention abilities
- Ability to be patient and remain calm in stressful situations
- Critical thinking and problem-solving skills, with the ability to come up with creative solutions
- Proven ability to multi-task, set priorities based on competing demands
- Self-motivated and excellent time management skills
- Effective computer literacy skills in Microsoft 365
- Ability to work independently with minimal supervision and as part of a team
- A commitment to fostering, cultivating and preserving a culture of diversity, equity and inclusion

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**WORKING CONDITIONS**

- Hours of work are expected to occur Monday to Friday, 8:00am to 4:00pm, on call as per a rotational shift schedule for evenings, nights and every other weekend
- Working environment may be hazardous at times, due to the nature of work involved, and can be emotionally and physical demanding
- A great deal of time is spent working indoors in a well maintained, heated/ventilated environment with modern and up-to-date equipment
- There are instances of moving objects and lifting equipment and or boxes up to 20 lb
- Long period of work with office equipment and computer can occur
- Travel and transportation are required to support clients with appointments
- Must possess a valid Class 5 driver's license with a good driving abstract and have access to a reliable vehicle for work purposes
- Proof of \$ 2.0 million liability insurance



#### **APPLICATION REQUIREMENTS**

Submit Cover Letter and Resume to [resumes@acadiaband.ca](mailto:resumes@acadiaband.ca) \*\*Please quote #SUPPORTSUPERVISOR on your cover letter and indicate your salary expectations for this position.

WFN appreciates the interest of all applicants, only those selected for an interview will be contacted. WFN does not assume candidate expenses related to this recruitment process.

In accordance with the Aboriginal Employment Preference Policy of the Canadian Human Rights Commission, if all qualifications are equal, preference will be given to persons of Aboriginal ancestry and if a Wasoqopa'q First Nation Band member.

#### **DEADLINE TO APPLY**

**Deadline to Apply: May 30, 2025**

*Wasoqopa'q First Nation is committed to fostering a safe workplace that provides an equitable, diverse and inclusive environment, where employees are treated professionally and with dignity and respect. We value the contributions that each person brings, and are committed to ensuring equal opportunity and participation as part of the WFN team.*

***We are a community. We make a difference.***