

MI'KMAW NATIVE FRIENDSHIP CENTRE



Employment Opportunity: Youth Housing Client Relations Liaison

Location: Dartmouth NS, NS

Salary Range: \$22.00/ hour

Employment Term: Full time and Casual positions available (Day/Evening/Overnight Shifts available) Starting Jan 2026

Reports To: Youth Housing Coordinator

General Description:

The Mi'kmaq Native Friendship Centre's newest building is a newly developed housing facility, and we are looking to hire several full time and casual Youth Housing Client Relations Liaisons to work days, evenings and overnights. This new facility is a newly renovated Youth Housing complex, located in Dartmouth, NS. It will offer culturally appropriate programming and residence to urban Indigenous youth experiencing and who are transitioning from foster care to supportive temporary housing. The purpose of The new facility is to provide clients with a safe and culturally rich living environment. Safety is of the utmost importance in offering supports at This new location.

This role will require strict confidentiality, strong boundaries and crisis management skills. The Youth Housing Client Relations Liaisons will work with residents to establish plans for long-term housing and stability using a client-centred model of practice that is anti-oppressive, decolonized and trauma-informed. Indigenous clients with complex needs may experience a variety of barriers when trying to access and maintain housing and other services including physical health, mental health, and substance use challenges and varying levels of abilities and life skills.

The facility will connect its clients with the wrap around supports and community involvement that is necessary for them to progress through their healing journey. Individual needs and situations will be assessed to determine what referrals, resources and teachings are required to regain housing stability. The Youth Housing Client Relations Liaisons will provide 24/7 in-person support to the Facilities clients, and assist with programming, reporting, and the daily operations of the facility.

Key Accountabilities

- Ensure the program delivery is congruent with the Mi'kmaq Native Friendship Centre's mission, vision and philosophy.
- Ensure a positive, healthy, safe, and culturally vibrant work environment is maintained in accordance with all applicable policies, legislature, and regulations.
- Carry out the daily operations, and assist clients in following the daily schedule (mealtimes, laundry access, quiet hours, etc)
- Assist the Team Lead and Youth Housing Coordinator in helping clients work towards and accomplish personal goals.
- Maintain accurate, comprehensive documentation regarding all interactions with clients.
- Utilize, maintain, and input client information into the MNFC Database and HIFIS.
- Ensure that clients are fully informed of all programs of MNFC and the appropriate referral processes.
- Advocate for client's rights at an individual and broader systemic level when required.

- Practice and maintain a positive leadership role; lead by example with non-judgemental, client-centred and trauma-informed support.
- Develop and implement cultural and communal activities for clients, and take initiative in making the facility a comfortable, participatory environment for the clients.
- Assist in program facilitation and encourage client participation and collaboration.
- Aid and support to clients during difficult and crisis situations.
- Perform regular rounds during the evening shifts to ensure client and facility safety.
- Ensure that all interactions with clients are carried out in a safe, dignified, and unobtrusive manner.
- Help clients to navigate and access social services, health care, financial assistance, cultural resources, Elder services, etc.
- Maintain confidentiality, privacy and clear boundaries.
- Attend and participate in professional development opportunities as required.
- Work collaboratively with staff to achieve desired excellent service and outcomes.
- Identify and evaluate potential safety, cultural, and health-related risks to clients, staff, property, finances, and the image of the program; implement measures to control these risks.
- May perform other related duties as assigned.

Qualifications and Experience Required for the Position:

- Diploma/Certification in community social services or social work; or education in mental health and addictions.
- Minimum of 3 years of relevant work experience; or adequate combinations of education and experience.
- Experience working with Indigenous populations and comprehensive cultural knowledge considered an asset.
- Previous experience in mental health, working with alcohol/substance dependency and vulnerable people, considered an asset.
- Comprehensive understanding of Indigenous women's and 2SLGBTQIA+ issues, poverty, homelessness and their root causes.
- Comprehensive knowledge of community resources, programs, policies and services including; ESIA, local/provincial housing organizations, subsidy programs, and residential tenancy rights and regulations.
- Demonstrated skills in guiding and supporting clients; De-escalation and problem-solving experience is required.
- Demonstrated understanding of Housing First and Harm Reduction principles and approaches.
- Demonstrated ability to work cooperatively and collaboratively as a part of an interprofessional team.
- Demonstrated ability to work independently and take initiative.
- Demonstrated ability to relate and empathize with people experiencing homelessness and housing insecurity and provide non-biased, judgement-free support as needed.
- Experience with Microsoft Office (Word, Excel, Outlook, Access, PowerPoint).
- Successful applicant will be required to provide a Criminal Record Check (Vulnerable Sector Check), proof of Level C First Aid & Non-Violent Crisis Intervention Certification as a condition of employment.

Application Deadline: Open Until Filled

Submit Cover letter & Resume to: <https://mnfc.applytojobs.ca/>

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel working within this job title.

The Mi'kmaw Native Friendship Centre is an equal opportunity employer; and complies with all fair employment practices laws. We are committed to providing a workplace free from unlawful discrimination and harassment and prohibit the same against employees, applicants or other covered persons by co-workers, supervisors, managers, or third parties based on a person's race, color, religion, creed, sex, sexual orientation, gender identity, national origin, ancestry, age, veterans status, disability unrelated to job requirements, ethnicity, genetic information, military service, political affiliation, marital status and pregnancy or other protected status.

Qualified Indigenous applicants will be given priority in accordance with the Aboriginal Employment Preference Policy of the Canadian Human Rights Commission. The Mi'kmaw Native Friendship Centre (MNFC) reserves the right to refuse all applications for employment. The MNFC will not assume any expenses related to this or any job application process included and not limited to travel, relocation, and application development.

****Only those applicants who are screened in for an interview will be contacted.***