

MI'KMAW NATIVE FRIENDSHIP CENTRE



Employment Opportunity: Indigenous Client Relations Liaison (Evenings)

Location: Halifax, NS

Salary Range: \$25.00 per hour

Employment Term: Full time hours (40 hours/ week) Monday to Friday evenings

Reports To: Diamond Bailey Operations Coordinator

General Description:

The Diamond Bailey Healing Centre (DBHC) is a new facility developed and operated by the MNFC and is a response to the need within the Urban Indigenous Community for an Indigenous-led, trauma-informed and culturally appropriate facility where members of the urban Indigenous community can receive healing programming in addition to stable housing that is imbedded in Indigenous tradition and culture in all aspects of program delivery. The DBHC will provide clients with teachings and resources necessary to heal, live a balanced lifestyle - according to the principals of the medicine wheel, and to ultimately gain housing stability.

DBHC is looking for an evening full-time Indigenous Client Relations Liaisons who will be responsible for working with the urban Indigenous clients at the Diamond Bailey Healing Centre to ensure that clients are receiving thorough wrap around supports throughout their healing journey. The ICRL will be responsible for completing general administrative, clerical and reception duties of the DBHC, and ensuring that client needs, inquiries, or referrals are communicated to the proper coordinator, housing worker, or manager. This Indigenous Client Relations Liaison position is extremely dynamic in nature, as the ICRL's will act as general support to the Diamond Bailey team as a whole, and will provide added support as directed to ensure that general operations of the DBHC are running smoothly and efficiently. This position works collaboratively with interdepartmental programs and services to ensure all community members' needs are identified and addressed accordingly.

Key Responsibilities:

Administrative:

- Greet and direct all community members, visitors and general public to the Diamond Bailey Healing Centre
- Answer all incoming calls, social media messages, and answer inquiries whenever possible to aid community members
- General main administrative duties, such as; providing information and assistance to clients and those with general inquiries or referrals.
- Maintain the use of supplies, equipment and order new office supplies as needed
- Keep up to date client files, records and documents
- Enter data in the MNFCs data base system, daily and ensure that the database and all client files are up-to-date.
- Ensure confidentiality of all records and files, unless release of specific information is authorized by the Diamond Bailey Manager

Client Support:

- Direct complaints, inquiries, and requests from community members and clients to the appropriate coordinator, manager, or other departments.
- Work in collaboration with the Diamond Bailey Manager and Coordinators to ensure that every client is receiving an abundance of support in balancing their medicine wheels and having all of their needs met.
- Work closely with DBHC staff and all MNFC programs providing referral support or directing inquiries
- Display a positive, enthusiastic attitude with clients to promote client participation and engagement.
- Establish working relationships and collaborative arrangements with the MNFC and DBHC department coordinators to meet the wholistic needs of Indigenous clients, in accordance with the teachings of the medicine wheel.
- Assist with the client orientation process, such as; Providing a thorough tour of the facility and accommodations, having clients sign documents,
- The ICRL's will provide support to coordinators in areas such as; Security checks of the client accommodations, reminding clients of appointments or programs, preparing and/or helping to facilitate programming, entering data into the MNFC Database.
- Inform clients of all programs and services offered by the MNFC and other external programs and supports that are available to meet the unique needs of Indigenous clientele
- Work collaboratively with interdepartmental staff to ensure equitable and timely access to current resources and services, such as; (housing, harm reduction services, justice, family resources, education/ training, employment, social supports, and cultural/ traditional supports (elders, ceremony)
- Support all coordinators and management staff by ensuring that referrals of client/ community members are communicated in a positive respectful manner

Day to Day Duties:

Confidently prepare and cook meals three times per week for up to 20 clients.

Plan and organize meal schedules at least two weeks in advance.

Assist the Operations Manager with planning and ordering food supplies for the upcoming month.

Lead and assist with general cleaning duties, including maintaining rooms and bathrooms, to ensure the house remains clean, organized, and well maintained.

Communications:

- Keep the communication boards up to date with relevant material, such as job postings, notices, newsletters, events (remove any old or out of date information)
- Post community events to social media (Facebook Account)

Other Duties:

- Maintain a workplace environment and approach that meets the cultural and wholistic needs of Indigenous clients.
- Practice and maintain a positive leadership role; lead by example with trauma-informed, non-judgmental support.
- Ensure the lights and office equipment are turned on/ off upon arrival or before leaving the office each night & complete a security sweep before securing the premises
- Assist in defusing situations by using conflict resolution skills
- Commit to the development of the MNFC and participate in internal committees, projects and activities.
- Attend and participate in professional development opportunities as required.

- Adhere to all policies governing the MNFC ergo the DBHC policies
- May preform other related duties as assigned
- Emergency Triage measures while in place in the event of a state of emergency

Qualifications:

- Diploma/ Certification in community social services, or a related field considered an asset.
- Minimum of 2-3 years of experience working with vulnerable populations; or adequate combinations of education and experience.
- Experience working with Indigenous communities and comprehensive cultural knowledge considered a valuable asset.
- Previous administrative and/or business management experience considered an asset.
- Sufficient knowledge of community resources, programs, and services including; ESIA, medical services, educational resources, etc.
- Experience in customer service and/or strong communication skills considered an asset.
- Demonstrated skills in guiding individuals, and the utilization of new practices in working with clients based on models of practice and Indigenous culture.
- Demonstrated ability to work cooperatively and collaboratively as a part of an interprofessional team.
- Demonstrated ability to work independently and show initiative.

Varied shifts depending on the need of community members

- Demonstrated ability to represent and respect the interest of clients.
- 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. Training may be offered.

Indigenous ancestry considered an asset, must self identify

Application Deadline: Open until filled

Submit 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 selected for an interview will be contacted**