



## Employment Opportunity – Full Time JP-2022-48 Program Coordinator – Supportive Family Housing

### **The Position**

**The Program Coordinator & Staff Supervisor** oversees all aspects of the Supportive Family Housing program and reports to the Social Development Manager. It is expected that services and supports will be child-centred, family-oriented and culturally safe. The goal is to provide the supports that vulnerable families need to maintain stable housing and overall family wellness.

The Program Coordinator & Staff Supervisor organizes daily operations, assigns work, supervises staff and arranges support services for families living in 3 duplexes (6 units, on-site) plus one (or more) additional family units on Nation Land. This collaborative role involves developing/implementing policies/procedures, designing programs and planning work with staff from various Nation Departments and Divisions.

This is a hands-on role (based in the program support building) that includes safety planning and overseeing facility upkeep and maintenance. The Program Coordinator & Staff Supervisor will work with families and support staff to create housing stability plans and agreements. The Coordinator is expected to make regular contact with program participants in their homes and at the support building and will be integral in identifying needs and resources. The Program Coordinator & Staff Supervisor is responsible for ensuring that program participants (families) are aware of their rights and responsibilities and that any breach of policy or conflicts are resolved in a timely, safe and effective manner.

### **Duties Include:**

#### **Administration**

- Working with the Human Resources department and Management on staff recruitment and Hiring.
- Onboarding, supervising, and evaluating performance of program staff.
- Monitoring staff time and attendance.
- Liaising with payroll and approving timesheets.
- Overseeing procurement, approving supply orders, staff expenses and other payments.
- Arranging contracts and payments for consultants, tradespeople, external companies, and partner organizations.
- Administering Agreements with program participants and ensuring compliance with agreed expectations.
- Overseeing rent collection and payments in close collaboration with designated “rent clerk”.

#### **Care Coordination and Collaboration**

- Coordinating services to ensure program participants stay connected with support services and communicating needs as they arise.
- Overseeing the operations of on-site services such as food planning, community activities, and safety and security. Other responsibilities within this position include, but are not limited to:
- Creating relationships with and linking in other Nation programming such as Strengthening Families, Wellness and Education.
- Ensure policy and procedures are adhered to:
- Provide and/or coordinate staff and participant training opportunities.
- Address any breaches in Program Agreements and Policy.
- Provides day-to-day support to onsite staff – Facilities and Maintenance Coordinator, Food Services Coordinator/cook, Safety Liaisons, Cleaning Staff, etc.

- Participation in working groups, meetings, and information sessions internally or with external groups.
- Oversees the operations of an on-site support staff team (facility coordinator, day staff, night staff, food services coordinator, etc.).

### **General, Administration and Reporting**

- Maintain flexibility in schedule and respond to unexpected emergencies and changes in workload in order to fulfill responsibilities.
- Attend and participate in scheduled staff meetings and client care meetings as requested.

### **Interpersonal**

- Provides help/guidance to Program Participants and onsite staff members.
- Communicate successfully and positively with people who may have multiple barriers including physical disabilities, mental illness, addiction, and language barriers.
- Maintain and present a positive and professional image at all times.
- Balances conflicting priorities in order to manage workflow, ensure the completion of essential projects, and meet critical deadlines.
- Must be able to manage a client caseload and handle sensitive information in a confidential manner.

### **Other Duties**

- Other duties as required and assigned within the scope of the position.

### **Qualifications, Skills and Abilities**

- Coordination and Management skills
- Excellent oral and written communication skills. Communicates effectively and sensitively with clients from diverse backgrounds.
- Conflict resolution training or experience.
- Previous experience working in Supportive Housing and/or other Housing initiatives.
- Presentation skills
- Analytical skills, sound judgement and decision-making skills are required to assess situations and determine the best possible outcomes.
- Proficient in the use of MS Office programs with advanced knowledge of Excel and strong data base skills
- Knowledge and understanding of residential schools/colonial practices and the enduring intergenerational impacts.
- Past experience working in a First Nations government or other indigenous-led organization is preferable.
- Knowledge of shíshálh culture and community members is an asset.

Applicants should have the following training/certification and/or a willingness to be acquire the following.

**NOTE:** Some or all of this training may be provided in the workplace.

- Crisis prevention training and/or de-escalation training, non-violent intervention.
- Standard First Aid and CPR. At least one (1) staff member certified in Standard First Aid and the appropriate CPR level training must be on duty at all times.
- Indigenous awareness training.
- Mental health first aid training.
- Domestic violence safety planning.
- Substance use awareness and safety training, including naloxone training.
- LGBT2Q+ awareness training.
- Trauma-informed practice training
- Staff self-care training.
- BC Housing Database training.
- FOODSAFE Level 1 or 2 is an asset but is not required for all positions.

### **Minimum Experience**

- Three (3) years of work experience in a related field (supportive housing, health and social services, etc.) or equivalent education and experience
- Minimum two (2) years in a post-secondary program, with a certificate or degree in Social Services field
- Front line experience will be considered essential
- Experience working with indigenous people, organizations, and communities.
- A criminal record check from the RCMP.
- Knowledge of existing housing programs or housing organizations.
- Leadership skills with the ability to manage and motivate staff in a team environment.
- Proficient in the use of technology and other tools required to work remotely.
- Valid driver's license, a current vehicle insurance certificate, and access to reliable transportation.
- Must have excellent communication skills, both written and verbal.

### **Physical and Mental Demands**

#### *Physical Demands*

- You may have to spend long hours sitting and using office equipment, computers, and attending meetings.
- You will come into contact with other staff and community members, and must take precautions to ensure the health and safety of yourself and others
- You may be asked to engage in physical activities around the site – ex. Participation in gardening, meal prep, lifting up to 20lbs, assist with deliveries, or move furniture/supplies etc.
- Likely exposure to dust and other allergens (i.e., pet fur) in participant homes.
- Occasional driving

#### *Mental Demands*

- Must synthesize complex and diverse information.
- Must remain calm, professional, objective, and constructive, even when faced with hostility.
- Attention to detail, a high degree of accuracy, with strong organizational skills.
- Must model adherence to established systems and processes.
- Highly-developed ability to work under pressure; adherence to timelines.
- Responds quickly to rapidly changing priorities, using innovation and resourcefulness.
- Provide detailed and comprehensive strategic advice with little notice.

### **Impact and Accountability**

The Supportive Family Housing Program Coordinator & Staff Supervisor is accountable for coordinating and overseeing the daily operations and programming of the site. Principal accountabilities are to ensure facilities are kept in good working order, families are participating in programming to the extent that is suitable, and services are accessible on a proactive and reactive basis.

### **Conditions of Employment**

- Mandatory confidentiality is a condition of employment for all staff of the Nation. Failure to comply will result in dismissal. Employees are expected to follow all guidelines harmoniously and cooperatively, creating a team approach in their duties for the Nation's future success.
- Valid Drivers License.
- Valid First Aid Certification (or willing to acquire).
- Valid Food Safe (or willing to acquire).
- Completion of a criminal record check in accordance with the *Criminal Records Review Act*.

### **Professional Development**

The Nation encourages lifetime learning and recognizes professional development is one tool to achieve this. You are encouraged to discuss professional development opportunities with the Council. Further, additional

training requirements may be added by the Council to ensure your skills meet the current or expected organizational needs.

**Adjustments to Job Descriptions**

Shíshálh Nation may make necessary adjustments or amendments to job descriptions to meet current or expected business needs provided that the appropriate notice is provided.

**If you are interested in the position, send your cover letter and résumé to [recruitment@shishalh.com](mailto:recruitment@shishalh.com)**

*Preference will be given to qualified shíshálh band members, community members, and other First Nation's members, Inuit and Métis. We sincerely thank all applicants for their interest in the position, however only qualified applicants will be contacted for an interview.*