

Tłchq Government Job Description

Job Title: Manager, Community Care

Department: Department of Healing and Community Wellness

Reports To: Director, Healing and Community Wellness

Location: Behchokò

Job Status: Full-time, permanent

Purpose

The Manager, Community Care provides leadership and expertise in order to strengthen community involvement in the provision of mental wellness and addiction support, support Tłchq Citizens in their access to health and social services, and promote Tłchq culture, language and way of life.

This position is essential to address the needs of Tłchq clients—particularly youth and Elders—and bridge service gaps while addressing systemic challenges and supporting Tłchq wellbeing and cultural preservation. The Manager provides compassionate support and delivers services while advocating for clients vis-à-vis agents in the health and social services system. The Manager's work is based in cultural sensitivity, empowerment, advocacy and dedication to improving Tłchq Citizens' quality of life. The incumbent will make significant contributions to efforts by Tłchq Government (TG) and the Department of Healing and Community Wellness to nurture a strong and resilient Tłchq Nation through connection, unity and a sense of belonging.

Scope

The Manager, Community Care reports to the Director, Healing and Community Wellness. The position supervises numerous other staff in the Community Care unit in the Department of Healing and Community Wellness, which provides support to communities through a collaborative, strengths-based and person-centered approach. These staff include up to 7 Community Youth and Elder Support Workers in Behchokò, Whatì, Gamètì and Wekweètì who play a crucial role in delivering culturally sensitive, holistic support to Tłchq youth and Elders. The Manager will also seek funding for and supervise a Jordan's Principle Coordinator.

The Manager collaborates with many partners, including medical professionals, social workers, and other experts, to ensure Tłchq communities access appropriate support and care. The Manager participates in various internal and external meetings as required. The incumbent will have a deep understanding and appreciation of Tłchq culture, traditions and language to establish trust and respect within communities and facilitate access to cultural activities.

Duties and Responsibilities

The duties and responsibilities of the Manager, Community Care include the following.

- 1. Oversee collaborative engagement, planning and program delivery to strengthen community-led, community-based supports for wellness and healing in accordance with Departmental and Tłıchǫ Government strategy and objectives**
 - a. Actively engage and collaborate with Elders, leaders and other community members to identify and assess their specific needs, concerns and aspirations, demonstrating cultural sensitivity, respect and flexibility at all times
 - b. Support communities to develop and implement their own community action plans based on their own specific priorities
 - c. Provide technical, logistical and administrative assistance to community- and volunteer-driven support groups in each community, especially as they are initially developed
 - d. In collaboration with community leadership, establish a Wellness Center in each community, staffed with compassionate and knowledgeable workers, that serves as a safe space where community members can be connected with services any day of the week
 - e. Establish and support community-based crisis response teams with clear referral processes
 - f. Provide leadership and expertise in Departmental efforts to develop a framework for TG assistance and support during community crises or emergencies, such as substance abuse issues, family conflict or mental health crises
 - g. Develop a standard proposal template for groups to access TG funding in support of community-based healing and wellness initiatives, and update the template as required
 - h. Support the monitoring and evaluation of community-based models of care as they are established, and collaboratively develop a scale-up plan that includes actions to support community-based providers' self-care
 - i. Liaise with external partners and other TG staff in Behchokǝ and outlying communities to ensure cooperation, knowledge sharing and timely problem solving

- 2. Using strength-based approaches, develop and coordinate opportunities for community capacity building that promote unity, youth empowerment and cultural approaches to healing**
 - a. Design and implement a comprehensive community training program with course offerings throughout the year, ensuring skill-building opportunities are available to a diverse range of groups (e.g., parents, youth, teachers) in the region
 - b. Working with internal and external partners and stakeholders, develop a youth mentorship and life skills program that instills a strong sense of cultural identity and pride, and identify coordinators and funding to implement the program year-round
 - c. Develop and oversee implementation of a regional youth strategy to enhance a sense of identity and belonging among Tłchq youth, including a plan for Elder-youth engagement to transfer Tłchq Gonàowò
 - d. Assist in the preservation and revitalization of Tłchq Yatì, traditions and ceremonies, ensuring that culture, language and way of life are passed to future generations
- 3. Upholding respect for privacy and confidentiality, provide direct support to Tłchq youth, Elders and families who experience challenges in accessing essential services, resources and opportunities**
 - a. Advocate for the needs and rights of Tłchq clients, ensuring their access to services, referrals and supports, particularly with regard to mental health, addiction recovery and healing, but also including other areas that represent the social determinants of health (e.g., education, justice, housing, long-term care)
 - b. Become familiar with available health and social services, programs and policies, and support Tłchq clients to navigate the territorial health and social services system and find solutions to any challenges or concerns they may face
 - c. Build and maintain a network of partners across the region, TG, territorial government and federal government (e.g., social workers, educators, Indigenous Patient Advocates, Non-Insured Health Benefits Navigators) and work with these partners as required to ensure comprehensive care and support to Tłchq clients and address gaps in service
 - d. Ensure Tłchq clients are aware of their rights and responsibilities
 - e. Research information related to available health and social services and disseminate information in a user-friendly format among communities, as appropriate

- f. Support efforts to secure funding for and build a new position to coordinate Jordan's Principle funding in support of the wellbeing of Tłchq children and youth
- g. Maintain secure and up-to-date documentation of client files

4. Oversee project and financial management processes and deliverables in the Community Care unit in accordance with Departmental and TG policy and priorities

- a. Develop and monitor annual and long-range workplans for Community Care and contribute to the development of Department-wide workplans as requested
- b. Support the development of monitoring and evaluation tools and processes and administer these tools as necessary
- c. Develop and submit funding proposals to third-party funders in support of workplans
- d. Maintain comprehensive documentation of programs and projects as they are implemented, including but not limited to activity reports and client evaluations
- e. Prepare activity and financial reporting to meet program accountabilities, long-range planning and terms of third-party funding agreements
- f. Develop and manage budgets, including the approval, coding and tracking of expenditures, and prepare financial reporting to the Director, Healing and Community Wellness on at least a quarterly basis
- g. Administer and monitor contribution agreements and contracts as required
- h. Serve as spending authority for Community Care

5. Prepare briefing and communications materials as required

- a. Prepare briefing notes and presentations upon request to keep the Director, Healing and Community Wellness, senior management and Chief's Executive Council informed about relevant programs and issues such as community-based initiatives, youth and systemic challenges to service access
- b. Contribute to the development and implementation of a Departmental communications plan to ensure that Tłchq Citizens are informed of programs and pathways for mental health, addiction recovery and healing

- c. Prepare other communications and health education content/resources as required, through online/social media, print and various audiovisual formats

6. Promote a culture of continuous learning and mutual support within the Department of Healing and Community Wellness and Tłchq Government

- a. Stay updated on best practices, new interventions and changes in health and social service policies through ongoing training and professional development
- b. Identify and seek approval for training opportunities that align with professional goals and the needs of Tłchq communities
- c. Attend and present at relevant workshops, seminars, conferences and webinars
- d. Participate in regular supervision or consultation sessions with experienced professionals or mentors and use these sessions to discuss cases, seek guidance and receive feedback
- e. Build and maintain a network of professional contacts that can provide opportunities for knowledge sharing, mentorship and collaboration
- f. Promote training, education and knowledge sharing among other Departmental and TG staff

7. Perform other related duties as required

Supervisory Responsibilities

The Manager, Community Care will supervise the Jordan's Principal Coordinator and up to 7 Community Youth and Elder Support Workers. The Manager of Community Care will provide support/supervision to other Managers and act on behalf of the Director when requested.

Education and Skills

The Manager, Community Care is expected to have the following educational background, work experience and skills:

- College diploma/university degree in a health or social services related programs
- Minimum 3 years of work experience in a related field
- Valid driver's license
- Valid CPR/First Aid
- Satisfactory criminal record check with vulnerable sector check

- Strong interpersonal and communication skills and ability to work as part of a team
- Strong time management skills and the ability to work in stressful situations
- Knowledge of resources and services available to individuals seeking addiction recovery and wellness services in the Tłıchq region, including awareness of facilitators and barriers that impact access by Tłıchq citizens
- Familiarity with the Tłıchq language, culture & way of life
- Ability to understand, speak, read and write Tłıchq Yatı is an asset
- Basic computer skills; proficiency with Microsoft Office an asset

Working Conditions and Effort

The Manager, Community Care is expected to demonstrate these abilities:

- Ability to productively navigate conversations about topics such as addictions, healing, systemic racism, and community impacts of colonization, while modeling compassion for oneself and others
- Ability to work in cross-cultural settings with a wide variety of people
- Ability to work independently on multiple tasks with a minimum of supervision
- Ability to make effective decisions under pressure and meet tight timelines
- Ability to ask for help when needed
- Willingness to work overtime as necessary, when directed, as well as the ability to work flexible hours (including evenings, weekends and holidays) to accommodate the needs of clients
- Willingness to travel regularly to visit clients and leaders in different locations, which can involve commuting to various communities or homes
- Willingness to assist clients with activities of daily living, which can involve physical tasks like lifting, transferring, and providing personal care
- Vigilance about safety, especially when working in potentially high-risk environments or with clients who may exhibit aggressive behaviors
- Adaptability and responsiveness to changing circumstances and directions from Director, when client needs evolve, or as new information emerges
- Ability to follow direction of the Director to maintain the quality, consistency and ethical integrity of programs and services

Confidentiality

During the performance of his/her duties, the incumbent may gain knowledge of personal and/or confidential information related to Tłıchq Citizens, employees, leadership and/or business of the Tłıchq Government. The incumbent will not use for his/her own benefit, or divulge to any persons, firm, company, government or other organization, any confidential information gained as a result of this position.

Certification

Dated this _____ day of _____, 2023	
_____ Employee's Printed Name	_____ Supervisor's Printed Name
_____ Employee Signature Date	_____ Supervisor's Title
	_____ Supervisor's Signature
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.

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.