



- Supports and Participates in the work of the Project Advisory Committee and external Evaluation consultant as required
- Reviews and evaluates client progress on an ongoing basis and adjusts case plans in consultation with the team
- Meets one-on-one with team members on a consistent basis for brief case review and monthly for detailed case review
- Shadows team members during daily tasks, at a minimum, on a quarterly basis
- Completes program presentations and information sessions with community and key stakeholders
- Responsible for administration tasks including but not limited to; staff schedules, caseloads and services, collection of statistical and service data, record keeping and file maintenance
- Ensures program reporting is completed and on time
- Ensures all client data is input and updated regularly by team members
- Ensures the organization and maintenance of client case files in accordance with TI's protocols
- Performs other duties as assigned and related to the position

### **Education and Experience**

- Undergraduate degree in social work, human services or similar field of study
- 5 years' experience in a human services field such as Community Support, Violence Against Women, advocacy or case management
- 3 years' experience managing a mobile outreach team is preferred, preferably in a related capacity
- Some combination of the above education and experience will be considered

### **Knowledge, Skills and Abilities**

- Commitment to a client-centered approach when working with Inuit
- Familiarity with the socio-economic landscape as it pertains to Inuit
- Knowledge of Inuit culture, values, Inuit Qaujimagatuqangit and traditional practices
- Fluency in Inuktitut and English is preferred
- Ability to function effectively in a busy environment and in stressful situations
- Strong leadership skills
- Strong working knowledge of community resources
- Strong working knowledge of the justice system
- Knowledge of trauma and addictions
- Evening and weekend work will be required
- Availability to handle crisis on-call situations outside of regular business hours on a regular basis
- Ability to work independently with a strong sense of focus. Is task oriented, non-judging, and maintains a clear sense of client-service provider boundaries
- First aid and CPR; non-violent crisis intervention training
- Outstanding organizational skills
- Excellent interpersonal and communication skills
- Ontario driver's license and own reliable vehicle are assets
- Intermediate to advanced level computer (MS Office, email, Internet) and literacy skills

### **Working Conditions**

The Alluriarniq Program Manager will partition their time both in and outside the office as circumstances dictate, including accompanying street Outreach Workers when necessary. Evening and Weekend work is required, as is the need to be on-call on a rotational basis to support the team in their work.

The incumbent must be willing to accept exposure to crisis and risk situations

### **Personal Characteristics**

*Adaptability:* Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.

*Behave Ethically:* Understand ethical behaviour and business practices, and ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organization.

*Build Relationships:* Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.

*Communicate Effectively:* Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.

*Creativity/Innovation:* Develop new and unique ways to improve operations of the organization and to create new opportunities.

*Focus on Client Needs:* Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.

*Foster Teamwork:* Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.

*Lead:* Positively influence others to achieve results that are in the best interest of the organization.

*Make Decisions:* Assess situations to determine the importance, urgency and risks, and make clear decisions, which are timely, and in the best interests of the organization.

*Organize:* Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.

*Make Decisions:* Assess situations to determine the importance, urgency and risks, and make clear decisions, which are timely, and in the best interests of the organization.

*Organize:* Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.

**Deadline for applications is March 27, 2017**

To apply, please submit your resume and cover letter to [careers@tungasuvvingatinuit.ca](mailto:careers@tungasuvvingatinuit.ca)

Preference in hiring will be given to qualified Inuit candidates, applicants are encouraged to self-identify. The applicant hired for this position will be required to obtain a vulnerable sector police records check with results acceptable to TI. We thank all interested candidates in advance, but unfortunately, we are only able to respond to those selected for an interview.

Accommodations for applicants with disabilities is available upon request.