



CALL FOR EMPLOYMENT APPLICATIONS – MAMISARVIK HEALING CENTRE

With over 30 years of highly successful experience in crafting the design, development and delivery of a wide range of effective, client-centered services, Tungasuvvingat Inuit (TI) continues to deliver quality programs and services that directly benefit our growing urban Inuit population.

We are currently looking to build our team as we prepare to re-open the **Mamisarvik Healing Centre**, TI's trauma and addictions treatment program. Mamisarvik is recognized throughout the country as a centre of excellence. It is the primary model for Inuit, evidence-based, trauma-and-addiction treatment in Canada and was an early leader in the field's movement toward trauma-informed recovery.

Positions We Need to Fill

Treatment Manager
Counsellors
Recreation Therapists
Personal Health Support Workers
Intake and Assessment Worker
Residential Workers
Administrative Assistant
Receptionist
Drivers

You Are

- Passionate about helping others and committed to empowering and enhancing the lives of Inuit
- Knowledgeable and respectful of Inuit culture, values and beliefs
- Energetic, enthusiastic and driven to succeed
- Committed to ongoing learning, personal growth and professional development

How to Apply

Please email your covering letter and resume to careers@tungasuvvingatinuit.ca

Interested applicants should visit the careers section of our website www.tungasuvvingatinuit.ca for complete application instructions and full job descriptions.

Please Note: Preference in hiring will be given to qualified Inuit candidates and applicants are encouraged to self-identify. All TI employees are required to provide a vulnerable sector police record check with results acceptable to TI. We thank all interested applicants however only those selected for an interview will be contacted.

Title: Treatment Manager, Mamisarvik Healing Centre
Reports to: Director, Healing and Wellness
Approved by: Jason LeBlanc
Date Approved: May, 2018

Role Summary

The Treatment Manager directs the day-to-day clinical operations of the Mamisarvik Healing Centre program (MHC) including supervision and scheduling of staff involved in direct and indirect clinical services to clients.

Responsibilities:

Program and Administration

- Oversee maintenance of confidential client files, proper client case notes and ensure compliance with privacy legislation
- Oversee the implementation of client assessments, treatment, and aftercare services as developed and delivered by treatment staff; promote a holistic, bio-psycho-socio-spiritual treatment approach
- Ensure compliance with all mandated health and safety, legal and regulatory requirements related to working at Tungasuvvingat Inuit and in a trauma and addictions treatment program
- Ensure all documents such as, but not limited to incident reports are documented and forwarded to funders as may be required
- Coordinate any On-the-Land component and involvement of Elders in programming
- Participate in program evaluations in consultation with staff and management and utilize outcomes to make optimal changes to programming and operations
- Ensure the collection and summarizing of client and service statistics/data on a regular basis
- Ensure that TI management is kept fully informed of developments, progress and issues related to the MHC program
- Help to maintain established collaborative relationships with community partners to enhance the daily operation and client services of the program
- Provide oral and written reports when required on the operation of the program as required and directed; participate in report preparation and annual reports for review and approval
- Co-manage day-to-day program expenses in consultation with the Director, Finance

Personnel

- In accordance with the policies and procedures of Tungasuvvingat Inuit, participate with TI human resources in the hiring of MHC staff as required
- Ensure effective orientation and training that supports the development of new staff to enhance effective service delivery and meet program objectives
- Provide direct supervision to clinical staff and monitor staff attendance and punctuality
- Ensure the development and distribution of staffing schedules, authorize staff timesheets and ensure they are forwarded to finance/HR for payroll processing
- Address any staff scheduling issues as they arise

- Ensure communication of pertinent program/client information among staff by ensuring shift exchange procedure is followed
- Ensure weekly team meetings for staff in order to develop, coordinate and implement treatment programming and ensure excellence in counselling services
- Encourage a participatory, consultative, team approach to service planning and provision through ongoing interaction with staff.
- Ensure staff understand and utilize MHC Operational Policies and Procedures.
- Participate in the updating of program policies and procedures as required
- Evaluate and provide on-going feedback and coaching to staff on job performance.
- Promote teamwork and advise TI HR of any personnel challenges and other significant staffing considerations
- Model effective resolution of conflict; follow TI mechanisms and processes for workplace conflict resolution and involve HR when necessary

Education and Experience

- Completion of a diploma or degree in business or public administration, social work, human service management, or a demonstrably-related field. Some combination of academic credentials and experience will be given consideration
- Significant experience (5+ years) managing a program and program staff in a 24/7 operation
- Experienced in budget preparation and oversight
- Previous experience working in an Aboriginal organization is a definite asset

Knowledge, Skills and Abilities

- Language skills: fluency in English, written and oral required; Inuktitut language skills are a definite asset
- Preference will be given to applicants of Inuit descent
- Knowledge of Inuit culture and values
- Knowledge of industry healing programs and approaches including traditional Inuit healing methods
- Understanding of government systems, programs, policies and processes
- Excellent interpersonal and team building skills
- Excellent writing, verbal and presentation skills
- Problem-solving, decision making and time management skills;
- Able to function effectively during situations that may become stressful
- Police records check – vulnerable sector screening
- Valid driver's license and a reliable vehicle are definite assets

Working Conditions

- Comfortable office environment
- May experience work pressures associated with difficult situations and/or deadlines
- Work environment is a 24/7 residential healing facility

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
- *Plan:* Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- *Solve Problems:* Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- *Think Strategically:* Assesses options and actions based on trends and conditions in the environment, and the vision and values of the organization.

SCHEDULE A

JOB DESCRIPTION Administrative Assistant

Title: Administrative Assistant
Reports to: Manager, Quality and Client Care
Approved by: Jason LeBlanc, Executive Director
Date Approved: May 2018

Role Summary

Reporting to the Manager, Quality and Client Care, the Administrative Assistant provides administrative support to all areas and activities of the MHC Program. While the focus is on administrative tasks, there will also be components of collaboration with other staff who may need support in their roles to meet the needs of clients.

Responsibilities

- Assist with the overall management of the office and operation of the program
- Coordinate meetings, events and teleconferences
- Prepare purchase orders, invoices, reports, memos and other correspondence
- Provide administrative and clerical support for funding and grant applications, accreditation and other projects
- Provide administrative support for the counselling team
- Manage the ordering of office supplies and food, ensuring strict adherence to cost controls and budgets
- Arrange for maintenance of vehicles and equipment; coordinate building service and repair calls
- Provide general information to the public; cover main reception - greet visitors and answer the telephone
- Support programming staff with communication of project events, programs and services via, print and social media.
- Manage petty cash
- Other duties as may be assigned and applicable to the position

Education and Experience

- Diploma or degree in Business Administration, Office Management or Office Administration. Some combination of a related certificate and experience may substitute for a diploma or degree
- Minimum three years' experience supporting management in an administrative capacity
- Certification for Safe Food Handling, CPR, Crisis Prevention and Intervention, Suicide Prevention and Intervention
- Previous experience working in a trauma and addictions service environment is a definite asset
- Previous experience working in a social services environment is an asset
- Previous experience working with Inuit is a definite asset
- Previous experience assisting with grant applications and funding proposals an asset

Knowledge, Skills and Abilities

- Adept in preparing reports and briefings
- Excellent attention to detail, organizational and problem-solving skills

- Proficiency in the use of computers for word processing, spreadsheet design, e-mail and Internet
- Fluency in English, written and oral required; fluency in Inuktitut, written and oral is a definite asset
- Knowledge, respect and appreciation for Inuit culture and values and exemplifying Inuit Qaujimajatuqangit
- Ability to obtain a police records check – vulnerable sector screening
- Ability to meet attendance required for work
- Eager and able to work collaboratively with the entire staff team

Working Conditions

- The Administrative Assistant works in a comfortable office environment, with steady interaction with clients, staff, visitors and callers
- Potential exposure to crisis and risk situations
- Occasional travel may be required

SCHEDULE A
JOB DESCRIPTION
Receptionist (MHC Program)

Title: Receptionist (MHC Program)
Reports to: Manager, Quality and Client Care
Approved by: Jason LeBlanc
Date Approved: May 2018

Role Summary

The Receptionist is the first point of contact for incoming callers and visitors at TI's main office location, directing individuals to the appropriate staff resource and assisting in the overall administrative and operational areas of the Mamisarvik Healing Centre program.

Responsibilities

- Greet visitors and answer the telephone in a welcoming and professional manner and connect them to the appropriate staff person or program
- Receive all mail and distribute as required; maintain a log of all incoming/outgoing mail; handle all courier transactions
- Manage staff in/out schedule
- Schedule building and service calls as required
- Provide assistance with general office administration tasks (filing, copying, etc.,) as required
- Follow TI's policies and procedures
- At all times, working in a manner that preserves confidentiality and seeks to minimize risks for clients, employees and the organization
- Participate in meetings, training and professional development initiatives as required
- Performs other duties as assigned and related to the position

Education and Experience

- Minimum 2 years' experience in a reception or general office role
- Diploma or certificate in office administration or similar education or an equivalent combination of education and work experience
- Previous experience working in a social services environment is a definite asset

Knowledge, Skills and Abilities

- Fluency in Inuktitut and English is essential
- Ability to function effectively in a busy environment
- Motivated and able to work independently with a strong sense of focus
- Outstanding organizational skills
- Excellent interpersonal and communication skills
- Commitment to a customer service-centered approach when working with the public, clients and staff
- Knowledge of Inuit culture, values, Inuit Qaujimaqatunqangit and traditional practices
- Excellent knowledge of MS Office Suite
- Driver's license is an asset

Working Conditions

The Receptionist works in a comfortable office environment. As the position involves constant interaction with visitors and callers, the job may entail periods of conflicting work pressures. The Receptionist works in a trauma and addictions treatment environment.

SCHEDULE A JOB DESCRIPTION Intake and Assessment Worker
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Title: Intake and Assessment Worker
Reports to: Manager, Quality and Client Care
Approved by: Jason LeBlanc
Date Approved: May 2018

Position Summary

The focus of the Intake and Assessment Worker is to provide the most accurate and timely assessment of potential clients in a professional manner and to be the prime first contact and ongoing contact with the client and applicable outside agencies until the client is receiving treatment. Under the supervision of the Manager, Quality and Client Care and working closely with the Administrative Assistant, and in collaboration with Counsellors, the Intake and Assessment Worker delivers intake services and provides trauma and addiction assessments for potential and actual clients of the Mamisarvik Healing Centre.

Responsibilities

- Conduct client intake interviews
- Provide information and referrals as needed
- Work closely with other organizations in the applicant referral process
- Assist clients to complete application packages for treatment
- Receive and open client files for all applicants
- Arrange and complete trauma and addiction assessments with clients
- Complete summary and recommendation reports
- Maintain 'applicants not selected' wait list
- Liaise with others to resolve medical, legal, housing and financial issues that are barriers to treatment
- Coordinate travel arrangements for clients outside of Ottawa
- Provide information and referrals to other TI services
- Ensure that service is accessible to all Inuit, by accessing communication and interpretive services as requested
- Maintain client files in compliance with organizational policy and Privacy Legislation
- Complete and submit required payment information at the end of each month and treatment cycle
- Collect and summarize client and service statistics and other data on a monthly, quarterly and annual basis
- Ensure Counsellors and management are kept informed of developments, progress and issues related to client access to the program

- May assess potential program participants onsite at Correctional facilities and continue contact with CSC for these client's needs
- Perform other duties as required and related to the position

Education and Experience

- Bachelors' degree in social work, counselling, addictions, human service management, or a demonstrably related field preferred. Some combination of a degree or diploma plus substantial experience may substitute for the bachelors' degree.
- Minimum 1 year of experience in community-based human services, preferably in the substance dependency or mental health field
- Willingness and ability to work toward a relevant degree or diploma as part of career path if not able to meet the full qualifications for capacity building within the Inuit community
- Certification in CPR, Crisis Prevention and Intervention, Suicide Prevention and Intervention, Safe Food Handling and other training as directed or provided by TI

Knowledge, Skills and Abilities

- Proficiency in the use of computers for word processing, spreadsheets, e-mail and Internet
- Fluency in English and Inuktitut, written and oral is **essential**
- Highly organized and able to maintain accurate and up-to-date filing systems
- Knowledge, respect and appreciation for Inuit culture and values and exemplifying IQ
- Knowledgeable regarding unique needs and issues impacting Inuit communities
- Knowledge of addictions, bio-psycho-social-spiritual influences and effects of dependencies and the range of treatment options
- Knowledge of the impacts of abuse and childhood trauma and the range of treatment options to address symptoms of post-traumatic stress
- Above average interpersonal and communications skills
- Ability to obtain a police records check – vulnerable sector screening
- Ability to meet attendance required for work
- Valid Driver's License without restrictions
- Eager and able to work collaboratively with the entire staff team and very closely with the Administrative Assistant to ensure client needs are met both inside and outside of the program.

Working Conditions

- The Intake and Assessment Worker works in a comfortable office environment, with steady interaction with clients, staff, visitors and callers
- Potential exposure to crisis and risk situations
- Occasional travel may be required

JOB DESCRIPTION

Elder

Title: Elder
Reports to: Treatment Manager
Date Approved: Aug 2017
Approved by: Jason LeBlanc, Executive Director

Role Summary

The Elder provides guidance to staff and clients and ensures programming is delivered in culturally appropriate ways while working with internal and external stakeholders.

Responsibilities

- Provide guidance to staff and clients and ensures culturally appropriate programming for Inuit
- Attend team meetings
- Attend one-on-one meetings with the Treatment Manager to review contributions to project
- Support project programming and group activities
- Hold office hours to meet with clientele
- Support the creation of special events and learning sessions
- Provide elder support to ensure a culturally safe and inclusive environment
- Build trusting relationships
- Provide culturally based activities
- Facilitate Inuit specific ceremonies
- Provide guidance on team building internally and externally
- Lead in mediating conflict
- Other duties as may be assigned and related to the position

Education and Experience

- Social Service Worker Degree or equivalent in education, training and experience
- Minimum 2 years' experience in community-based human services
- CPR, Crisis Intervention and Prevention, Suicide Intervention and Prevention skills and training, Mental Health First Aid, Food Handling and Preparation and other relevant certifications
- Previous experience working with street involved clientele

Knowledge, Skills and Abilities

- Demonstrate a positive attitude and healthy work life balance, exemplifying Inuit Qaujimajatuqangit (IQ)
- Fluency in English is required. Fluency in Inuktitut is a definite asset
- Ability to deal with life-threatening situations if required

- Knowledge and familiarity with Inuit culture, including the urban Inuit community in Ottawa
- Extensive knowledge on the history, language, culture and traditions of Inuit.
- Excellent facilitation and communication skills
- Strong presence within the urban Inuit community and is seen as a respected Elder and community resource
- Knowledge on and works from a harm reduction and IQ framework
- Provide a satisfactory police records check for the Vulnerable Sector and maintain it
- Proven good attendance record and able to maintain it to meet the program's needs

Working Conditions

- The Elder works primarily in a comfortable office environment
- Steady interaction with clients and staff
- Potential exposure to crisis and risk situations
- Varying work schedule including evening and weekend work when required
- Some travel within the city may be required. Occasional travel outside the city may be required

SCHEDULE A
JOB DESCRIPTION
AFTERCARE COUNSELLOR

Title: Aftercare Counsellor
Reports to: Treatment Manager
Approved by: Jason LeBlanc
Date Approved: August 2017

Positions Summary:

The main focus of this position is to provide follow up, ongoing care to those who have completed the Mamisarvik Healing Centre Program which is a trauma and addictions program for Inuit. The aim of Continuing Care is to provide ongoing support and encouragement to clients and reinforce client use of relapse prevention skills, self-care and other self-management skills learned during residential treatment.

Responsibilities

- Develops and facilitates a weekly support group for clients interested in continuing care
- Facilitates group treatment services
- Provides weekly counselling services to individuals, couples, groups, and families
- Completes client assessments and develops treatment plans
- Interview clients from diverse backgrounds and determine their suitability for participation in a particular program
- Conduct bio-psychosocial assessments and collaborate with clients to design client-centred, strength-based change strategies, reflecting evidence-based practices, Inuit traditional healing and clinical experiences
- Conduct individual, group and family counselling sessions in a professional and ethical manner, following all recognized standards, legislation and guidelines relevant to Inuit traditions and clinical practice
- Counsel family members and significant others to assist them in understanding, dealing with and supporting clients
- Respond to client requests and crises in a responsible, timely and flexible manner
- Develop discharge plans in consultation with clients and related professionals and organizations
- Match treatment services and interventions to clients and their family's unique circumstances whenever possible
- Work collaboratively and openly with team members to ensure the safest care is provided and seek advice in situations that may be beyond the Counsellor's scope of practice
- Utilize Inuit Qaujimagatuqangit principles and other Inuit traditional teachings for healing and counseling purposes

- Develop, implement and evaluate public education, treatment, prevention and health promotion programs related to substance abuse and trauma based on best practices, traditional healing methods, and in collaboration with related professionals, organizations and communities
- Develop, implement and evaluate substance abuse and trauma treatment programs within the organization that are in keeping with Inuit culture, principles and values
- Present self in an approachable and friendly manner as an ethical representative of TI
- Maintain current and accurate confidential records of client files, and attend to related requests for documentation in a timely and consistent manner
- Follow the policy and procedures of TI and consult with supervisor as needed
- Work collaboratively and actively with administrative staff who will also be working in support of clients in a non-counseling role i.e. transportation to medical appointments, housing issues, gathering of statistical data
- May provide on-call services during treatment cycle
- Occasional provision of short trips with clients and support during other activities may be required on occasion i.e. supportive of CAS cases and access issues
- Other duties as assigned

Other Responsibilities

Community Consultation

- Establish and maintain professional working relationships and regular communication with the community and other related organizations
- Participate on committees, teams or work groups at the local, provincial, regional and national levels
- Participate in knowledge exchange activities with related organizations by maintaining regular correspondence, sharing and inquiring about resources and advocating for quality service delivery
- Coordinate referrals, admissions and discharges with related organizations
- Actively network with other Inuit organizations within Ontario and other areas

Professional Development

- Participate in ongoing professional development activities and engage in reciprocal relationships of learning with colleagues to stay current in the field
- Participate in regular individual and team supervision meetings
- Implement related learning and professional development plans as discussed with the supervisor
- Maintain professional credentialing, certification and continuing education requirements on own initiative and in conjunction with organizational resources where available
- Actively participate in setting and achieving career planning and development of skills especially toward Inuit culture and obtaining university credentials

Education and Experience

- Bachelor's or Master's degree in social work, psychology or a related discipline or recognized community college diploma in the helping profession with 2-4 years of related experience and willingness to work towards obtaining a related degree in an agreed upon timely fashion
- CPR, Crisis Intervention and Prevention, Suicide Intervention and Prevention skills and training, Food Handling and Preparation and other relevant certifications will be maintained and secured either individually or with organizational support

Knowledge, Skills and Abilities

- Thorough knowledge of substance abuse and trauma causes and effects, evidence-based models of treatment intervention including traditional and non-traditional and their application to diverse populations including urban Inuit adults and youth
- Thorough knowledge of individual, family, group and crisis counselling methods
- Ability to deal with life-threatening situations is required
- Comprehensive skills in case management, collaboration, program development and evaluation and emergency responses
- Proficiency in the use of computers for word processing, spreadsheets, e-mail and Internet
- Fluency in English is required. Fluency in Inuktitut, written and oral is a definite asset
- Knowledge, respect and appreciation for Inuit culture and values and exemplifying Inuit Qaujimagatuqangit
- Flexibility to work evenings and respond to occasional crisis calls from colleagues and clients outside of working hours
- Valid Driver's license without restrictions
- Provide a satisfactory police records check for the Vulnerable Sector and maintain it
- Proven good attendance record and able to maintain it to meet the program's needs
- A positive attitude and healthy work life balance and collegial working environment

Working Conditions

- The Aftercare Counsellor works in a comfortable office environment, with steady interaction with clients and staff
- Potential exposure to crisis and risk situations
- Varying work schedule including emergency call-in when required
- Occasional travel within and outside the city may be required. Travel to Northern regions may be required

Behavioural Competencies

1. Adaptability/Flexibility
2. Analytical Thinking and Decision Making
3. Client-Centred Change
4. Continuous Learning
5. Diversity and Cultural Responsiveness

6. Effective Communication
7. Ethical Conduct and Professionalism
8. Interpersonal Rapport/Savvy
9. Self-Care
10. Teamwork and Cooperation
11. Collaboration and Network Building
12. Planning and Organizing

SCHEDULE A
JOB DESCRIPTION
COUNSELLOR 1

Title: Counsellor 1
Reports to: Treatment Manager
Approved by: Jason LeBlanc
Date Approved: August 2016

Positions Summary:

The main focus of this position is to provide abuse and trauma related specialized counselling, education and support services to individuals, families and the community. The Counsellor helps clients understand and address substance abuse and related problems, including mental health issues, problem gambling, family dynamics and lifestyle changes. The Counsellor is expected to work collaboratively with a multi-disciplinary team of Elders, community members and professionals within the organization and to establish and maintain partnerships with related community organizations. This is a non-supervisory position except for students or volunteers who may become involved in service or training purposes, when required.

Responsibilities

- Interview clients from diverse backgrounds and determine their suitability for participation in a particular program
- Conduct bio-psychosocial assessments and collaborate with clients to design client-centred, strength-based change strategies, reflecting evidence-based practices, Inuit traditional healing and clinical experiences
- Conduct individual, group and family counselling sessions in a professional and ethical manner, following all recognized standards, legislation and guidelines relevant to Inuit traditions and clinical practice
- Counsel family members and significant others to assist them in understanding, dealing with and supporting clients
- Respond to client requests and crises in a responsible, timely and flexible manner
- Develop discharge plans in consultation with clients and related professionals and organizations
- Match treatment services and interventions to clients and their family's unique circumstances whenever possible
- Work collaboratively and openly with team members to ensure the safest care is provided and seek advice in situations that may be beyond the Counsellor's scope of practice
- Utilize Inuit Qaujimajatuqangit principles and other Inuit traditional teachings for healing and counseling purposes
- Develop, implement and evaluate public education, treatment, prevention and health promotion programs related to substance abuse and trauma based on best practices, traditional healing methods, and in collaboration with related professionals,

organizations and communities

- Develop, implement and evaluate substance abuse and trauma treatment programs within the organization that are in keeping with Inuit culture, principles and values
- Present self in an approachable and friendly manner as an ethical representative of TI
- Maintain current and accurate confidential records of client files, and attend to related requests for documentation in a timely and consistent manner
- Follow the policy and procedures of TI and consult with supervisor as needed
- Work collaboratively and actively with administrative staff who will also be working in support of clients in a non-counseling role i.e. transportation to medical appointments, housing issues, gathering of statistical data
- May provide on-call services during treatment cycle
- Occasional provision of short trips with clients and support during other activities may be required on occasion i.e. supportive of CAS cases and access issues
- Other duties as assigned

Other Responsibilities

Community Consultation

- Establish and maintain professional working relationships and regular communication with the community and other related organizations
- Participate on committees, teams or work groups at the local, provincial, regional and national levels
- Participate in knowledge exchange activities with related organizations by maintaining regular correspondence, sharing and inquiring about resources and advocating for quality service delivery
- Coordinate referrals, admissions and discharges with related organizations
- Actively network with other Inuit organizations within Ontario and other areas

Professional Development

- Participate in ongoing professional development activities and engage in reciprocal relationships of learning with colleagues to stay current in the field
- Participate in regular individual and team supervision meetings
- Implement related learning and professional development plans as discussed with the supervisor
- Maintain professional credentialing, certification and continuing education requirements on own initiative and in conjunction with organizational resources where available
- Actively participate in setting and achieving career planning and development of skills especially toward Inuit culture and obtaining university credentials

Education and Experience

- Bachelor's or Master's degree in social work, psychology or a related discipline or recognized community college diploma in the helping profession with 2-4 years of

related experience and willingness to work towards obtaining a related degree in an agreed upon timely fashion

- CPR, Crisis Intervention and Prevention, Suicide Intervention and Prevention skills and training, Food Handling and Preparation and other relevant certifications will be maintained and secured either individually or with organizational support

Knowledge, Skills and Abilities

- Thorough knowledge of substance abuse and trauma causes and effects, evidence-based models of treatment intervention including traditional and non-traditional and their application to diverse populations including urban Inuit adults and youth
- Thorough knowledge of individual, family, group and crisis counselling methods
- Ability to deal with life-threatening situations is required
- Comprehensive skills in case management, collaboration, program development and evaluation and emergency responses
- Proficiency in the use of computers for word processing, spreadsheets, e-mail and Internet
- Fluency in English is required. Fluency in Inuktitut, written and oral is a definite asset
- Knowledge, respect and appreciation for Inuit culture and values and exemplifying Inuit Qaujimajatuqangit
- Flexibility to work evenings and respond to occasional crisis calls from colleagues and clients outside of working hours
- Valid Driver's license without restrictions
- Provide a satisfactory police records check for the Vulnerable Sector and maintain it
- Proven good attendance record and able to maintain it to meet the program's needs
- A positive attitude and healthy work life balance and collegial working environment

Working Conditions

- The Counsellor 1 works in a comfortable office environment, with steady interaction with clients and staff
- Potential exposure to crisis and risk situations
- Varying work schedule including emergency call-in when required
- Occasional travel within and outside the city may be required. Travel to Northern regions may be required

Behavioural Competencies

1. Adaptability/Flexibility
2. Analytical Thinking and Decision Making
3. Client-Centred Change
4. Continuous Learning
5. Diversity and Cultural Responsiveness
6. Effective Communication
7. Ethical Conduct and Professionalism
8. Interpersonal Rapport/Savvy

9. Self-Care
10. Teamwork and Cooperation
11. Collaboration and Network Building
12. Planning and Organizing

SCHEDULE A
JOB DESCRIPTION
COUNSELLOR 2

Title: Counsellor 2
Reports to: Treatment Manager
Approved by: Jason LeBlanc
Date Approved: August 2017

Position Summary:

The main focus of this position is to provide abuse and trauma related specialized Inuit counselling and supportive services to individuals, families and the community. The Counsellor helps clients understand and address substance abuse and related problems, including mental health issues, problem gambling, family dynamics and lifestyle changes. The Counsellor is expected to work collaboratively with a multi-disciplinary team of Elders, community members and professionals within the organization and to establish and maintain partnerships with related community organizations. This is a non-supervisory position except for students or volunteers who may become involved in service or training purposes, when required.

In addition to providing individual and group counseling services, the Counsellor 2 role is to coach and guide Mamisarvik staff in traditional Inuit ways and teachings that also support the Counsellor 1 working with clients of substance and trauma abuse. The incumbent works closely with the Treatment Manager to ensure excellence in the delivery of Inuit specific clinical services to clients. The Counsellor 2 also collaborates with external groups and agencies in order to ensure effective and comprehensive client service delivery when feasible and may represent TI in groups and coalitions to enhance mental health, trauma and addictions services to Inuit.

Responsibilities

- Interview clients from diverse backgrounds and determine their suitability for participation in a particular program
- Conduct bio-psychosocial assessments and collaborate with clients to design client-centred, strength-based change strategies, reflecting evidence-based practices, Inuit traditional healing and clinical experiences
- Conduct individual, group and family counselling sessions in a professional and ethical manner, following all recognized standards, legislation and guidelines relevant to Inuit traditions and clinical practice
- Counsel family members and significant others to assist them in understanding, dealing with and supporting clients
- Respond to client requests and crises in a responsible, timely and flexible manner
- Develop discharge plans in consultation with clients and related professionals and organizations
- Match treatment services and interventions to clients' and their families' unique

circumstances whenever possible

- Work collaboratively and openly with team members to ensure the safest care is provided and seek advice in situations that may be beyond the Counsellor's scope of practice
- Utilize Inuit Qaujimagatuqangit principles and other Inuit traditional teachings for healing and counseling purposes
- Develop, implement and evaluate public education, treatment, prevention and health promotion programs related to substance abuse and trauma based on best practices, traditional healing methods, and in collaboration with related professionals, organizations and communities
- Develop, implement and evaluate substance abuse and trauma treatment programs within the organization that are in keeping with Inuit culture, principles and values
- Present self in an approachable and friendly manner as an ethical representative of TI
- Maintain current and accurate confidential records of client files, and attend to related requests for documentation in a timely and consistent manner
- Follow the policy and procedures of TI and consult with supervisor as needed
- Work collaboratively and actively with administrative staff who will also be working in support of clients in a non-counseling role i.e. transportation to medical appointments, housing issues, gathering of statistical data
- May provide on-call services during treatment cycle
- Occasional provision of short trips with clients and support during other activities may be required on occasion i.e. supportive of CAS cases and access issues
- Other duties as assigned

Other Responsibilities

Community Consultation

- Establish and maintain professional working relationships and regular communication with the community and other related organizations
- Participate on committees, teams or work groups at the local, provincial, regional and national levels
- Participate in knowledge exchange activities with related organizations by maintaining regular correspondence, sharing and inquiring about resources and advocating for quality service delivery
- Coordinate referrals, admissions and discharges with related organizations
- Actively network with other Inuit organizations within Ontario and other areas

Professional Development

- Participate in ongoing professional development activities and engage in reciprocal relationships of learning with colleagues to stay current in the field
- Participate in regular individual and team supervision meetings
- Implement related learning and professional development plans as discussed with the supervisor
- Maintain professional credentialing, certification and continuing education

requirements on own initiative and in conjunction with organizational resources where available

- Actively participate in setting and achieving career planning and development of skills especially toward Inuit culture and obtaining university credentials

Education and Experience

- Bachelor's or Master's degree in social work, psychology or a related discipline or recognized community college diploma in the helping profession with 2-4 years of related experience and willingness to work towards obtaining a related degree in an agreed upon and timely fashion
- Some combination of education plus substantial Inuit specific experience may also substitute at time of hire but with the expectation of working towards a further college or university level diploma or degree in a related field of trauma or substance abuse with an agreed upon time frame for start and completion with TI support (i.e. substantive help with tuition and books. This option will be for capacity building for those within the Inuit culture
- Minimum 2 years' experience in community-based human services, preferably in the alcohol/chemical dependency or mental health field
- CPR, Crisis Intervention and Prevention, Suicide Intervention and Prevention skills and training, Food Handling and Preparation and other relevant certifications will be maintained and secured either individually or with organizational support

Knowledge, Skills and Abilities

- Thorough knowledge of substance abuse and trauma causes and effects, evidence-based models of treatment intervention including traditional and non-traditional and their application to diverse populations including urban Inuit adults and youth
- Thorough knowledge of individual, family, group and crisis counselling methods
- Ability to deal with life-threatening situations is required
- Comprehensive skills in case management, collaboration, program development and evaluation and emergency responses
- Proficiency in the use of computers for word processing, spreadsheets, e-mail and Internet
- Fluency in English is required. Fluency in Inuktitut, written and oral is **essential**
- Flexibility to work evenings and respond to occasional crisis calls from colleagues and clients outside of working hours
- Valid Driver's license without restrictions
- Provide a satisfactory police records check for the Vulnerable Sector and maintain it
- Proven good attendance record and able to maintain it to meet the program's needs
- A positive attitude and healthy work life balance and collegial working environment and exemplifying Inuit Qaujimagatuqangit

Working Conditions

- The Counsellor 2 works in a comfortable office environment, with steady interaction with clients and staff
- Potential exposure to crisis and risk situations
- Varying work schedule including emergency call-in when required
- Occasional travel within and outside the city may be required. Travel to Northern regions may be required

Behavioural Competencies

1. Adaptability/Flexibility
2. Analytical Thinking and Decision Making
3. Client-Centred Change
4. Continuous Learning
5. Diversity and Cultural Responsiveness
6. Effective Communication
7. Ethical Conduct and Professionalism
8. Interpersonal Rapport/Savvy
9. Self-Care
10. Teamwork and Cooperation
11. Collaboration and Network Building
12. Planning and Organizing

SCHEDULE A JOB DESCRIPTION RECREATIONAL THERAPIST
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Title: Recreational Therapist
Reports to: Manager, Quality and Client Care
Approved by: Jason LeBlanc
Date Approved: May 2018

Position Summary

The main focus of this position is to work in consultation with Counselors and other staff, elders, clients, families, outside professional organizations and others to provide specialized skills in assessing appropriate recreational activities that have therapeutic value and are also in keeping with Inuit traditional activities. The Recreational Therapist also supervises students or volunteers who may become involved in service or training activities, when required.

Responsibilities

- Prepare individualized and group recreational plans either independently or through a multidisciplinary team approach and in conjunction with residential workers and clients
- Integrate changes as needed based on health, psychosocial and any concerns or recommendations by the Counselors or team.
- Prepare specialized recreational therapy programs to maintain, rehabilitate or enhance movement, musculoskeletal functioning and performance in sports, work and recreation
- Carry out specialized therapy sessions employing approaches and techniques such as art, drama, music therapy, dance, recreational sports such as kayaking, etc. that are appropriate for clients and in keeping with traditional activities when possible
- Observe, record observations and analyze client participation during treatment sessions, write progress reports on client outcomes and consult with other team members to evaluate treatment plans
- May provide education to clients regarding health promotion and injury prevention, management and treatment
- May conduct research into respective fields for evaluation
- Maintain current and accurate confidential records of client files, and attend to related requests for documentation in a timely and consistent manner
- Follow the policy and procedures of the organization and consult with supervisor as needed
- Work collaboratively and actively with administrative staff who will also be working in support of clients in a non-counseling role i.e. transportation to medical appointments, housing issues, gathering of statistical data
- Scheduling, budgeting, risk assessment and ongoing communication and reports on levels of participation and any concerns through formal and informal daily reports after an activity.
- May provide on-call services during the treatment cycle
- Occasional provision of short trips with clients and support during outing activities may be required
- Other duties as assigned

Other Responsibilities

Community Consultation

- Participate with Elders and community members as well as staff in providing appropriate activities that may or may not require direct supervision
- Participate in knowledge exchange activities with related organizations by maintaining regular correspondence, sharing and inquiring about resources and advocating for quality service delivery
- Coordinate referrals for clients at discharge with related organizations if needed

Professional Development

- Participate in ongoing professional development activities and engage in reciprocal relationships of learning with colleagues to stay current in the field
- Implement related learning and professional development plans as discussed with the Director
- Maintain professional credentialing, certification and continuing education requirements on own initiative and in conjunction with organizational resources where available
- Actively participate in setting and achieving career planning and the development of skills and credentials
- Participate in regular individual and team supervision meetings

Education and Experience

- Bachelor of Recreation Management with a specialization in therapeutic recreation, or Bachelor Degree in Sport Therapy or degree in Health Sciences with specialization in Sports Injury Management or Master's Degree in Kinesiology
- Certification in Safe Food Handling, CPR, Crisis Prevention and Intervention and Suicide Prevention and Intervention as well as other training as agreed identified by the employer will be required to be obtained when available
- Experience developing, implementing and evaluating recreational activities within a substance abuse and trauma treatment program that are in keeping with Inuit culture, principles and values (Inuit Qaujimagatunqangit)

Knowledge, Skills and Abilities

- Thorough knowledge of substance abuse and trauma causes and effects, evidence-based models of treatment intervention including traditional, non-traditional and their application to diverse populations
- Specialized knowledge of Inuit culture and activities or willingness to learn
- Comprehensive skills in case management, collaboration, program development and evaluation and emergency responses
- Present self in an approachable and friendly manner as an ethical representative of a professional community organization
- Ability to deal with life-threatening situations is required
- Ability to work primarily evening and weekend hours when Counsellors may not be readily available and flexibility to work evenings and weekends and to respond to occasional crisis calls from colleagues and clients outside of working hours
- Valid Driver's License without restrictions
- Provide a satisfactory Police Records Check, Vulnerable Sector and maintain it

- Proven good attendance record and able to maintain it to meet program needs
- Proficiency in the use of computers for word processing, e-mail and Internet
- Fluency in English, written and oral required; fluency in Inuktitut, written and oral a definite asset
- A positive attitude and healthy work life balance and collegial working environment

Working Conditions

- The Recreational Therapist works in a comfortable office environment, with steady interaction with clients and staff
- Potential exposure to crisis and risk situations
- Travel within the city is required. Occasional travel outside the city may be required

Behavioural Competencies

1. Adaptability/Flexibility
2. Analytical Thinking and Decision Making
3. Client-Centred Change
4. Continuous Learning
5. Diversity and Cultural Responsiveness
6. Effective Communication
7. Ethical Conduct and Professionalism
8. Interpersonal Rapport/Savvy
9. Self-Care
10. Teamwork and Cooperation
11. Collaboration and Network Building
12. Planning and Organizing

SCHEDULE A
JOB DESCRIPTION
PERSONAL HEALTH SUPPORT WORKER

Title: Personal Health Support Worker
Reports to: Manager, Quality and Client Care
Approved by: Jason LeBlanc
Date Approved: May 2018

Position Summary

The focus of the Personal Health Support Worker is to facilitate and support the recovery of clients by providing supportive services that range from transportation to appointments to helping with legal and other matters.

Responsibilities

- Supports the facilitation of group treatment services at Mamisarvik, taking the lead from the prime Counsellor
- Transports clients to/from appointments in a safe, time-saving, logistically sound and efficient fashion
- Provides referrals to services outside the scope of TI in collaboration with the prime Counsellor
- Works collaboratively with the Administrative Assistant to ensure off site needs are met for the clients
- Collects and prepares statistical information for reporting purposes
- Participates in clinical team meetings

Education and Experience

- Social Service Worker or Personal Support Worker Diploma or equivalent in education, training and experience
- Safe food handling Certification, CPR, Crisis Training and Intervention and Prevention, Suicide Prevention and other certifications that may be of value will need to be obtained when offered
- Previous experience working in a trauma and addictions service environment is a definite asset
- Previous experience working in a social services environment is an asset
- Previous experience working with Inuit is a definite asset

Knowledge, Skills and Abilities

- Knowledge of issues related to residential schools, addictions and trauma
- Knowledge of community resources
- Knowledge of and appreciation for Inuit culture and values and exemplifying Inuit Qaujimagatuqangit
- Proficiency in the use of computers for word processing, e-mail and Internet
- Fluency in English, written and oral required; fluency in Inuktitut, written and oral a definite asset
- Demonstrated regular attendance and the ability to maintain regular attendance
- Valid Driver's License without restrictions
- Ability to obtain a police records check – vulnerable sector screening
- Eager and able to work collaboratively with the entire staff team and very closely with the Administrative Assistant to ensure client needs are met both inside and outside of the program.

Working Conditions

- The Personal Health Support Worker works in a comfortable office environment and also at locations outside of the office
- City driving is a regular task
- Potential exposure to crisis and risk situations

SCHEDULE A

JOB DESCRIPTION RESIDENTIAL WORKER

Title: Residential Worker
Reports to: Treatment Manager
Approved by: Jason LeBlanc, Executive Director
Date Approved: August 2017

Position Summary

The Residential Worker provides residential support and program services to clients at the Mamisarvik Healing Centre (MHC). A non-counselling role, the Residential Worker interacts with the MHC team in providing needed information or to communicate interactions and other situations that may become known to them through the course of their work and program activities.

Responsibilities

- Provide supervision and emotional support to residential clients
- Facilitate co-operative living and conflict resolution amongst residents
- Support residents to follow house rules and policies
- Deliver recreational programming
- Teach life skills e.g., cleaning, cooking, personal hygiene etc. as required
- Perform and/or supervise housekeeping duties and meal preparation
- Perform building security duties and spot checks as required
- Complete shift routines as directed by operational procedures
- Maintain shift exchange form
- Document client notes, incident reports, etc. as needed
- Attend and participate in regular team meetings and debrief sessions as scheduled
- Reliable attendance is required
- Other duties as assigned and related to the position

Education and Experience

- Social Service Worker or Recreation Therapist diploma/degree OR significant related work experience
- Experience working in a trauma and addictions treatment setting

Knowledge, Skills and Abilities

- Knowledge of issues related to addictions, trauma, residential schools and forced relocation
- Knowledge of and appreciation for Inuit culture and values and exemplifying Inuit Qaujimagatuqangit
- Excellent decision-making skills; ability to respond to emergency and crisis situations
- Ability to intervene as required to de-escalate conflicts and crises by helping to resolve disputes
- Ability to work afternoon, evening and weekend shifts as scheduled
- First Aid, CPR; ASIST, Non-Violent Crisis Intervention training, Safe Food Handling Course and other training as identified
- Fluency in English, written and oral required; fluency in Inuktitut, written and oral is a definite asset

- Valid Ontario driver's license required and without restrictions
- Comfortable with computers using MS Office, Internet
- Ability to obtain a police records check – vulnerable sector screening
- Ability to meet attendance required for work

Working Conditions

- Comfortable office working environment and outside work and programming sites
- Potential exposure to crisis and risk situations

SCHEDULE A

JOB DESCRIPTION

Driver

Title: Driver
Reports to: Manager, Quality and Client Care
Approved by: Jason LeBlanc, Executive Director
Date Approved: May 2018

Role Summary

Reporting to the Manager, Quality and Client Care the Driver transports clients to and from various locations throughout the city in a safe, courteous, timely and responsible manner.

Responsibilities

- Transport clients to and from the airport, medical appointments, activities, etc.
- Keep in constant contact with Mamisarvik Healing Centre staff for logistical and other purposes
- Work with team members to schedule client appointments to ensure efficient use of time and resources
- Report incidents and/or accidents to the Manager in a timely manner
- Complete a vehicle check before each work day to ensure proper working order and safety
- Refuel vehicles when required and monitor and communicate any maintenance needs to the Manager
- Ensure all vehicle expense receipts are kept and expenses are processed as per TI finance protocols
- Bring vehicles in for repairs and maintenance when required
- Operate vehicles in a safe manner, obeying speed limits and following proper road safety practices
- Ensure the exterior and interior of vehicles are kept clean and tidy
- Other duties as may be assigned and applicable to the position

Education and Experience

- High School Diploma or equivalent education and experience
- Minimum three years' city driving experience
- CPR and First Aid certification
- Previous experience working in a trauma and addictions service environment is an asset
- Previous experience working in a social services environment is an asset
- Previous experience working with Inuit is an asset

Knowledge, Skills and Abilities

- Excellent interpersonal and communication skills
- Able to deliver top quality customer service
- Valid Driver's License without restrictions; clean driving record
- Good working knowledge of the City of Ottawa road system
- Excellent attention to detail, organizational and problem-solving skills
- Proficiency in the use of computers for word processing, e-mail and Internet
- Fluency in English, written and oral required; Inuktitut language skills are a definite asset

- Knowledge of and appreciation for Inuit culture and values and exemplifying Inuit Qaujimagatuqangit
- Ability to obtain a police records check – vulnerable sector screening
- Ability to meet attendance required for work
- Eager and able to work collaboratively with the entire staff team to ensure client needs are met both inside and outside of the program
- Willing to maintain certifications in CPR, Crisis Intervention and Prevention, Suicide Prevention and Intervention, Safe Food Handling and any other training needs identified

Working Conditions

- The Driver is a mobile worker, on the road in all types of weather conditions
- Some office work is required
- Potential exposure to crisis and risk situations