

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 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
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 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