



SHAWANAGA FIRST NATION HEALING CENTRE **EMPLOYMENT OPPORTUNITY – INTERNAL & EXTERNAL**

Position: Band Representative Lead

Status: Full-Time – 37.5 Hours per Week

Reports To: Executive Director

Supervises: Band Representatives, Prevention Workers, Family Well-Being Workers and assigned program staff

Probation: Six (6) Months

Salary: TBD

Start Date: As Soon as Possible

Position Summary:

The Band Representative Lead is a management position responsible for the leadership, supervision and day-to-day operation of Shawanaga First Nation's Band Representative and Child Well-Being services.

Reporting to the Executive Director, the Lead provides direction and oversight to Band Representatives, Prevention Workers, Family Well-Being Workers and other assigned staff. The position is accountable for staff supervision, case-management oversight, annual workplans, budgets, reporting, policies and procedures, risk management, legal and agency coordination, and overall program performance.

The Lead will ensure services are delivered professionally, confidentially and in a culturally appropriate manner that supports the safety and well-being of Shawanaga First Nation children, youth and families. Priority will be placed on maintaining connections to family, extended family, community, culture, customary care and kinship care whenever appropriate.

KEY MANAGEMENT RESPONSIBILITIES

Leadership & Staff Management

- Provide direct supervision and day-to-day management of program staff.
- Establish clear roles, responsibilities, workloads, priorities and performance expectations.
- Conduct regular staff, case-management and individual supervisory meetings.
- Monitor attendance, scheduling, workload, deadlines and completion of assigned responsibilities.
- Coach and mentor staff and identify training and professional-development needs.
- Participate in recruitment, orientation, probationary reviews and employee performance evaluations.
- Address employee performance and accountability concerns with the Executive Director and Human Resources.
- Promote teamwork, professionalism, respectful communication, confidentiality and accountability.
- Ensure appropriate staff coverage for court, meetings, emergencies, vacations and absences.

Program & Operational Management

- Develop and manage the Annual Departmental Workplan, priorities and measurable objectives.
- Monitor program performance and provide regular progress reporting to the Executive Director.
- Develop and maintain effective administrative, case-management and reporting systems.
- Ensure files, records, reports and required documentation are accurate, confidential and completed on time.
- Coordinate Band Representation, Prevention and Family Well-Being services.
- Identify staffing, service-delivery and resource gaps and recommend solutions.
- Develop, review and implement departmental policies, procedures and protocols.
- Ensure compliance with Shawanaga First Nation policies and management direction.

Child & Family Advocacy

- Oversee staff supporting and advocating for Shawanaga First Nation children and families involved in child welfare matters.
- Attend child protection court proceedings when required by the Legal Team, Executive Director or Band Representative Team.
- Liaise with child welfare agencies and assist in developing realistic, culturally appropriate and holistic safety plans.
- Identify family, extended-family and community supports for placement options.
- Promote customary care and kinship care whenever appropriate.
- Support approaches that maintain children within their families, community and culture whenever safely possible.
- Ensure the Nation is appropriately informed, involved and represented in matters concerning Shawanaga First Nation children.

Case Management & Legal Coordination

- Maintain management oversight of active child welfare cases.
- Identify high-risk, urgent and complex matters and ensure appropriate staff resources are assigned.
- Monitor court dates, meetings, reporting requirements, deadlines and follow-up actions.
- Work closely with Shawanaga First Nation's child welfare legal counsel on court-involved matters.
- Maintain working knowledge of the Child, Youth and Family Services Act, applicable federal First Nations, Inuit and Métis child and family services legislation, Ministry standards and relevant court processes.
- Escalate significant legal, safety or organizational risks to the Executive Director.

BUDGET, REPORTING & ACCOUNTABILITY

Working with the Executive Director and Finance Department, the Band Representative Lead will:

- Develop and monitor annual program budgets and funding requirements.
- Understand Band Representative and Child Well-Being funding sources and eligible expenditures.
- Monitor expenditures against approved budgets.
- Assist with funding applications, reporting and program renewals.
- Ensure expenditures comply with Shawanaga First Nation financial and procurement policies.
- Identify future staffing, program and resource requirements.
- Provide regular management reports on staffing, caseloads, court matters, program activities, workplan progress, budgets, risks and priorities.

The Lead is accountable for ensuring departmental commitments, deadlines and reporting requirements are completed and that significant concerns are brought forward to the Executive Director in a timely manner.

EXTERNAL RELATIONSHIPS & COMMUNITY

- Maintain professional relationships with child welfare agencies, First Nations, Indigenous organizations and service providers.
- Review, develop and update protocol agreements with child welfare agencies.
- Represent Shawanaga First Nation professionally at meetings, court proceedings and inter-agency discussions.
- Maintain knowledge and respect for Shawanaga First Nation customs, practices, history and community priorities.
- Work respectfully with families, Elders, Knowledge Keepers and community resources where appropriate.
- Promote community-based and culturally appropriate solutions for children and families.

RISK MANAGEMENT, CONFIDENTIALITY & HEALTH AND SAFETY

- Identify and manage operational, legal, confidentiality and service-delivery risks.
- Ensure staff comply with Health and Safety requirements and organizational policies.
- Ensure significant incidents and risks are properly documented and reported.
- Maintain strict confidentiality and ensure appropriate protection of client and organizational information.
- Ensure employees maintain professional boundaries and appropriate standards of conduct.

MANAGEMENT AUTHORITY

Under the direction of the Executive Director, the Band Representative Lead has authority to:

- Assign and prioritize staff workloads;
- establish operational schedules and internal procedures;
- require appropriate staff reporting and documentation;
- monitor staff performance and attendance;
- recommend training and professional development;
- recommend corrective or disciplinary action;
- identify staffing and budget requirements; and
- recommend operational, policy and program improvements.

Significant personnel, financial, legal and organizational decisions remain subject to Shawanaga First Nation's established management and governance authorities.

QUALIFICATIONS

- Post-secondary diploma or degree in Social Services, Child and Youth Work, Social Work, Indigenous Studies, Management or a related field.
- Minimum two (2) years of supervisory or management experience, preferably within Child Welfare.
- Minimum four (4) years of experience in Indigenous Child Welfare or a related field.
- Strong knowledge of provincial and federal child and family services legislation and standards.
- Demonstrated ability to supervise staff, manage workloads and maintain accountability.
- Experience developing workplans, budgets, reports, policies and procedures.
- Strong leadership, organization, communication, conflict-resolution and decision-making skills.
- Ability to manage sensitive, complex and stressful situations using sound judgement.
- Strong understanding of First Nation communities and culturally appropriate child and family services.

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- Proficiency with Microsoft 365, including Word, Excel, PowerPoint, Outlook and related systems.
- Valid Ontario Driver's Licence.
- First Aid/CPR and WHMIS certification or willingness to obtain.
- Vulnerable Sector Check and Criminal Record Check required.
- Ability to work flexible hours, including occasional evenings and weekends.

CORE MANAGEMENT COMPETENCIES

The successful candidate will demonstrate leadership, accountability, staff supervision, planning and organization, decision-making, problem solving, risk management, confidentiality, cultural competency and results-oriented management.

Performance will be measured through effective staff management, completion of workplans, quality and timeliness of case management, budget control, reporting, policy compliance, risk management and overall program performance.

INDIGENOUS EMPLOYMENT PREFERENCE

Preference may be given to Indigenous candidates with relevant on-reserve employment experience and/or those with knowledge and understanding of Shawanaga First Nation history and community.

Successful candidates must be able to produce and maintain a clean Criminal Record Check.

Only those applicants selected for an interview will be contacted. Thank you for your interest. Please submit a resume with a cover letter and three (3) current work-related references in person, email or fax to;

Monica Verma
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