



Métis Family Services

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-----*La Societe de Les Enfants Michif*-----

Job Title:	Métis Connections Worker – FT Permanent		
Department	Family Services - Intake		
Classification	JJEJ Wage Grid Level 12		
Reports to:	Intake Team leader		
Date Prepared:	November 2, 2023	Closing Date:	Until Vacancy Filled

Job Summary:

The Métis Connections Worker provides support to the agency’s delegated teams in facilitating access visits and supporting connections between children and their parents and family members. The worker supports families in accessing culturally focused activities and teachings during scheduled access arrangements to individual families or in group settings activities offered by the agency with the support of Métis Elders and knowledge keepers. The worker provides supports to parents and caregivers to strengthen children/youth cultural and family connections to meet their emotional and developmental needs in a safe, secure environment, physically and emotionally, for children in alternate care. In collaboration with team members, the worker plans, implements, and oversees the day-to-day activities of the program. Participates in program development, policies and procedure formulation and program evaluation and maintains a court ready record of all supervised visits.

Reports to: Intake Team leader

Key Duties and Responsibilities:

- Plans, coordinates, and schedules supervised access visits in consultation with all participating parties
- Oversees the day-to-day operation of the program by ensuring that visit/activities locations are in place, program guidelines and policies are followed, and agency practice standards are met.
- Ensures the safety of visitation site for clients.
- Observes and objectively documents supervised access visits and interactions, intervening as required. Ensures that the terms and conditions of visits are followed
- Observes and monitors appearance, condition, and behaviour of family members in order to maintain a safe and healthy visit. Reports any abnormalities to the Team Leader and the referring social worker.
- Provides transportation when required for children to attend visits with families and supervises the visits.
- Provides family and cultural connection activities and resources for parents and children during scheduled family visits.

- Supports program participants in accessing culturally focused activities and teachings offered by the agency as appropriate.
- Maintains appropriate records and statistics and ensures that all necessary documentation is complete and correct.
- Maintains strict confidentiality of information.
- Makes recommendations to the supervisor regarding program development, policy and procedure formulation and program evaluation.
- Liaises with community service providers and other professionals to coordinate service provision, facilitate referrals to the program and represents the agency or program in external events.
- Provide input to the supervisor in the preparation of program budget and monitors program expenditure.
- Performs other duties as required by Agency operational requirements.

Qualifications, Education, and Experience

- Diploma in a related human/social service field
- At least two years' previous work experience is required.
- Specific program, legislation/policy, provincial and other government frameworks and systems, or professional knowledge may be required.

Job Skills and Abilities:

- A good knowledge of Indigenous/Métis issues
- An understanding of drug and alcohol issues and the impact on the families
- Excellent oral, written facilitation and interpersonal communication skills
- Good time and general management skills
- Ability to work effectively with program staff, volunteers, and non-profit or publicly funded groups, agencies and organizations
- Typing skills and use of a computer are required.

Additional Information:

- This position requires the ability to function independently frequently under pressure while managing multiple concurrent projects and deadlines including effectively managing emergency situations.
- Program delivery activities may require a moderate level of physical fitness to effectively carry out the duties of the position.

Core Competencies:

Indigenous Relations Behavioural Competencies:

- **Cultural Agility** is the ability to work respectfully, knowledgeably, and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview, and the culture of the BC Public Service, and to notice their commonalities, and distinctions with Indigenous cultures, and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective. Effectively to other people from diverse backgrounds with diverse views.
- **Indigenous Centred Service Approach** is a desire to serve Indigenous people, focusing one's efforts on understanding their interests to increase the quality of the service and produce better outcomes. It implies a willingness to support Indigenous

people in determining their own future. It involves demonstrating a welcoming demeanour, an attitude of helpful curiosity, and a willingness to enter the interaction or relationship without judgment or stereotyping. It means being open-minded and flexible in one's attitudes toward people who are different from oneself and showing respect for the differences. It includes experiencing Indigenous people as strong, vital, and important to the functioning of British Columbia. Implicit in this is the knowledge that one is responsible for the image and effectiveness of the public service

Behavioural Competencies

- **Teamwork and Co-operation** is the ability to work co-operatively with diverse teams, work groups, and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Seeking and Using Feedback** involves recognizing that improving performance and authenticity can occur through a reciprocal relationship. This requires an acknowledgement that there is an opportunity for mutual learning and development and levels the field in what is brought to supervision. Reciprocal learning can require active listening and modeling personal change in order to foster trust.
- **Reflective Practice** is the ability to critically assess how one's values, beliefs, ethics and culture influence decisions and relationships. An ability to demonstrate exemplary behaviour and curiosity regarding the perspectives of others, results in appropriate boundaries and insightful practice.
- **Responsive Learning** is facilitated through multiple approaches to encourage a deepening and expanding of skill sets with a view to continuing to build expertise that result in improved individual and organization outcomes
- **Handling crisis** involves effectively managing risks and crises and handling public relations.

Other Requirements:

- Criminal Record Check; Class 5 Driver's License and Abstract; reliable form of transportation

Rate of pay: JJEP Wage Grid, Grid level 12: \$28.32 to \$32.51.

Start date: As soon as possible.

Please clearly state the position you are applying for and forward your **resume & cover letter** by email to: HR@metisfamilyservices.ca

This position requires union membership.

Metis Family Services thanks all applicants for their interest in this career opportunity; however, only those considered for the position will be contacted. No telephone inquiries please.