



Metis Family Services

312 – 7485 130th Street
Surrey, BC V3W 1H8

Telephone: (604) 584-6621

Fax: (604) 582-4820

Job Title:	Indigenous Youth Support & Program Coordinator – FT Permanent		
Department	Family Development		
Reports to:	Assigned Team Leader		
Classification:	JJEP Wage Grid Level 14		
Date Prepared:	March 1, 2024	Closing Date:	May 3, 2024

Job Summary:

The Indigenous Youth Support and Program Coordinator (IYSPC) plans and develops activities and programming for youth in consultation with the supervisor. Plans and implements program activities and special events; and liaises with community service providers and other professionals to coordinate service provision for youth and their families. Facilitates referrals to the program and represents the organization or program at external events. The worker will provide youth focus supports and activities on a one-to-one basis and in group activities setting at Metis Family Services. The worker prepares, promotes, and schedules group sessions, interviews, and assesses participants' suitability, facilitates group sessions, and evaluates program's success.

Reports to: Assigned Team Leader and Director of Programs and Practice

Key Duties & Responsibilities:

- Plans and develops a program in consultation with the supervisor. Plans include implementation of program activities and special events that strengthen connections for youth to family, community, and culture.
- Assists youth in understanding youth/independent living agreements and supports youth in developing Youth Agreement plans and working with social workers in accessing youth and young adult programs.
- Manages a caseload and maintains contact with clients in order to provide one-to-one follow-up support as necessary for clients to access appropriate health, social, cultural, and other community services.
- Formulates program referrals and intake procedures for clients referred to the program and evaluates the program in consultation with the supervisor. Selects participants based on their suitability to the particular group session offered.
- Coordinates and plans sessions in a consultative process with participants to meet participants life skills and independence needs.
- Conducts sessions, acting as a facilitator and/or invites community partners to facilitate learning activities for clients and build connections with community service providers.
- Works with Elders and within the Indigenous community to facilitate cultural teachings and cultural connections for clients.
- Collaborates with agency staff members to develop and coordinate a youth focused advisory council to strengthen youth's voice as clients in the agency.
- Oversees the day-to-day operation of the program by ensuring that the necessary facilities and equipment are in place, program guidelines and policies are adhered to, and program standards requirements are met.
- Conducts program evaluation and obtains client feedback on group effectiveness, material presented, facilitation style, etc. Reports any difficulties to the supervisor.

- Maintains up-to-date knowledge of community resources in order to provide program-related information to clients.
- Supervises Program Staff and Volunteers by performing duties such as assigning work and providing feedback on performance.
- Orients, determines the need for and provides training to program volunteers and practicum students.
- Monitors and manages program expenditures and maintains financial records in accordance with established procedures. Prepares the program budget for submission and presentation to supervisor and senior management.
- Promotes public awareness of and support for the program by performing duties such as producing promotional materials and attending community events.
- Liaises with community service providers and other professionals to coordinate service provision.
- Facilitate referrals to the program and represent the organization or program in external events.
- Maintains related records and statistics and produces reports as required.
- Performs other related duties as required.

Qualifications, Education and Experience:

- Minimum a Diploma in a related human/social services field and preferably a Bachelor's degree in a related subject (i.e. child and youth care, social work, or psychology), or an equivalent combination of education and experience.
- Three (3) years recent related experience including one (1) year administrative program coordinator experience. Direct program delivery experience in the community social services sector with a demonstrated working knowledge of community-based programs and related provincial and community support services is preferred.

Job Skills and abilities:

- Good knowledge of Métis and Indigenous issues
- Excellent oral, written, facilitation and interpersonal communication skills.
- Demonstrated teamwork skills.
- Demonstrated ability to teach skills and work effectively with others
- Excellent time management and organizational skills
- Ability to work effectively with program staff, volunteers, non-profit or publicly funded groups / agencies, MCFD and other organizations.

Additional Information:

- This position involves working in a stressful environment often dealing with clientele in crisis situations. The ability to function independently and frequently under pressure while managing multiple concurrent programs, including managing emergency situations is an ongoing expectation of this position. Direct delivery of program activities may require a moderate level of physical fitness i.e., walking, standing, bending, lifting to effectively carry out the duties of the position.
- May be required to work outside core business hours (evenings/weekends).
- Opportunity to work with families facing challenges which may occasionally involve exposure to unpleasant dealings with angry, abusive, or abused clients; exposure to hazards from frequently working around volatile parents and/or children in crisis.
- Carrying out special projects as required by Team Leader, Director of Programs and Practice and/or the Executive Director.
- Travel is a requirement, must be willing to travel regularly.

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 Métis Family Services, 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.

Behavioural Competencies

- **Results Driven** concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement).
- **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, 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 here 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.
- **Information Seeking** implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.
- **Planning, Organizing and Co-ordinating** involves proactively planning, establishing priorities, and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
- **Decisive Insight** combines the ability to draw on one's own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations. It involves breaking down problems, tracing implications and recognizing patterns and connections that are not obviously related.
- **Conflict Management (Reduces and Resolves Conflict in a Proactive Manner)** involves working to resolve conflict when the conflict directly impacts on achievement of work objectives. Anticipates and acts to mitigate/reduce potential conflict management and to reduce and resolve conflict at the outset, by encouraging continued. Open, two-way communications.
- Handling crisis involves effectively managing risks and crises and handling public relations.

Other Requirements:

- Required to use own vehicle. Valid Class 5 Driver's License, Driver's Abstract and a reliable and safe vehicle.
- Subject to a positive reference check.
- Successful completion of security screening requirements of Métis Family Services, which includes a criminal records check, and/or Criminal Records Review Act (CRRA) check, police record checks, enhanced security screening, and degree verification.
- Satisfactory proof of legal authorization to work in Canada.

Rate of Pay: \$32.79 to \$37.64 per hour (pending approval)

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.