



Native Child and Family Services of Toronto

Native Child and Family Services of Toronto is an Indigenous, community controlled multi-service agency. Our mission is to provide support, ensure safety and enhance the quality of life for Indigenous families, children, and youth within the greater Toronto area. Our agency works within a holistic framework, which builds on individual and family strengths, and engages clients as partners in identifying issues and their solutions.

Policy and Program Technical Writer

Classification: Regular Full-Time **Location:** 30 College Street, Toronto
Hours: 35 hrs/wk.

NCFST is committed to staffing a workforce representative of the Aboriginal population we serve. We encourage First Nation, Metis and Inuit applicants to apply and please self-identify in their cover letter.

Reporting to the Executive team, the Policy and Program Technical Writer is responsible for the development, implementation and administration of NCFST's change control processes for policies and procedures that support the mission, service model and mandate of NCFST. Responsible for drafting and maintaining policies, procedures and maintaining quality services standards as established by NCFST which reflect ongoing decolonization and Indigenization of programming and services at NCFST.

Main Responsibilities

- Assists and supports in the management of agency service policies, procedures and protocols to ensure they are current, relevant and grounded in Indigenous culture and worldview;
- Monitors community trends and opportunities; reads and reports data such that it aids the agency in both policy and program development;
- Writes and reviews service policies and procedures including agency manuals, guidelines, handbooks, etc. to support policy change and ensure Directors, Supervisors and Managers have the capacity to monitor services and be compliant with funder, legal, and cultural expectations;
- Works closely with the Quality Assurance and Decolonization Outcomes Measurement team to monitor and evaluate the effectiveness of policies and procedures in supporting the achievement of the cultural expectations of the NCFST service model, and the Agency's ongoing commitment to decolonization and indigenization.
- Undertakes specific time limited research, development, or publications projects related to data management, program effectiveness, and service development or other areas as assigned by the office of the Executive Director;
- Other duties as assigned.

What we are looking for

- Combination of education and experience in a related area of study and/or similar job capacity;
- Experience working in Aboriginal communities and/or Aboriginal social service organizations in a Policy and Program Writer position. Alternatively, an equivalent combination of education and experience.
- Demonstrated working knowledge of Aboriginal educational resources
- Lived experience in Aboriginal cultural beliefs, values, norms, ceremony, and teachings relevant to the clients, staff and Aboriginal community served by NCFST;
- High level of literacy and understanding in Aboriginal cultures and in urban Aboriginal issues;
- A working knowledge of the concepts and practices of decolonization and indigenization;
- Good general knowledge of budget management.
- Pass a police record check (Vulnerable Sector);
- Knowledge of the historical and current Indigenous context;
- Exceptional ability to conduct research, evaluation and analysis, planning, and development of strategic planning;
- Excellent verbal and written communication skills;
- Ability to build effective working relationships with internal groups and external organizations' and stakeholders on various projects;
- Ability to provide training to various internal groups; and
- Demonstrate computer skills with specific competence with spreadsheets, databases, etc.

If you are interested in this job opportunity, please apply by email on or before **December 12, 2018** hncfst@nativechild.org quoting reference number **#18-11-17**

We are committed to providing a barrier-free work environment in accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, NCFST will make accommodations available to applicants with disabilities upon request during the recruitment process.

We thank you for your interest, however, only those applicants selected for an interview will be contacted.