



Service Director – Indigenous Services

As part of our commitment to Reconciliation, Family & Children's Services of the Waterloo Region has established a dedicated team of staff members, both Indigenous and Non-Indigenous, to work with Indigenous families in a respectful, holistic way. Our Agency is committed to hiring people representative of the population we serve and encourage First Nation, Inuit, and Metis applicants to apply and self-identify in their cover letter.

The Agency currently has a permanent full-time Service Director – Indigenous Services position available.

The Service Director – Indigenous Services' role is to support the development and provision of culturally relevant services to First Nation, Inuit, and Metis families, children, and youth.

Major Position Responsibilities:

- Ensures First Nations Inuit and Metis service model implementation through coaching supervisors on applying culturally safe practices and interventions in their supervision model.
- Enhances and develops community relationships through collaboration and ensures case practices adhere to policies and procedures that fall under the FNIM Service Model and Agency.
- Collaborates with TRC Director and relative areas of the organization to ensure a wholistic service model, providing workers with a collaborative approach to service.
- Ensures service compliance with Ministry standards and all relevant legislation, including the CYFSA and an Act Respecting First Nation, Inuit and Metis children, youth and families.
- Ensures that the Calls from the Truth and Reconciliation Report and the Report on Missing and Murdered Indigenous Women and Children are implemented in all services to families.
- As a member of the Senior Leadership team, works collaboratively with Senior Leadership colleagues and the Executive Team.
- Accurately assesses the level of risk for children, youth and families involved with the Agency to ensure safety and well-being.
- Ensures children, youth and families are connected to culturally relevant services required to eliminate the need for protection.
- Service users receive a service response which:
 - is within a timeframe that is helpful.
 - reflects the voices of the family.
 - is clearly communicated.
 - assists them in achieving the goals identified in the case plan.
- Provides supervision to staff and completes performance appraisals according to Agency policy.
- Demonstrates leadership by being a positive collaborator within and external to the Agency, actively participating on internal and external committees.
- Contributes to the recruitment and selection of staff who meet established qualifications and who demonstrate an affinity for the vision and mission of the Agency.

Qualifications:

- Lived experience of the issues facing Indigenous people of Canada required and self-identification as FNIM is encouraged.
- MSW preferred or substantially related degree e.g. MA in Family Studies (U of G), MA Psychology, BSW or a bachelor's degree combined with child protection experience.
- Alternatively, an equivalent combination of education and experience working with Indigenous peoples.
- Sound foundation of clinical practice and experience in child welfare.
- Supervisory/Management experience within child welfare.
- It is anticipated that applicants will demonstrate advanced knowledge in the following areas:
 - Understanding of Truth and Reconciliation Child Welfare Calls to Action.
 - The Act Respecting First Nations Inuit and Metis child, youth and families.
 - The Calls for Justice from the Missing and Murdered Indigenous Women and Girls Inquiry.
- Understanding cultural attachment and permanency through an Indigenous lens.
- An understanding of the issues impacting at-risk Indigenous families within the urban environment.
- Familiarity with provincial child welfare legislation considered an asset.
- Understanding of the Ontario Human Rights Code.
- Effective written and oral communication skills.
- Ability to manage competing demands and meet strict deadlines.
- Valid G Ontario Driver's License with access to reliable vehicle.
- Acceptable Vulnerable Persons Criminal Record Check and Driver's Abstract.

NOTE: The above FNIM-specific requirements are rationally connected and reasonably necessary to support FNIM children, youth, and families. The requirements have been adopted in good faith.

Salary Range:

\$102,153.03 - \$128,794.98

Management & Excluded Grade 16

Application Process

Interested external applicants are invited to submit a resume to resume@facswaterloo.org, this posting will remain active until the role is filled.

Accommodation at Family & Children's Services of the Waterloo Region

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at 519-576-1329. Human Resources will work with the applicant and the interview committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.