



Nova Scotia Native Women's Association

Job Posting

JOB TITLE: Client Support Worker

LOCATION: Jane Paul Indigenous Women's Resource Centre (JPC), Sydney, NS.

REPORTS TO: Director of The Jane Paul Indigenous Women's Resource Centre

POSITION OVERVIEW:

The JPC is seeking a Client Support Worker, this position is located in Sydney, Nova Scotia and will be responsible for supporting the needs of the JPC clients.

The Client Support Worker will also be responsible for developing programming and facilitating educational and social programs based on the needs of the JPC clients, and to engage and collaborate with the JPC team and community resources who offer similar services. Our goal in hiring this position is to better equip our clients with knowledge surrounding their physical, emotional, spiritual, and mental well being.

RESPONSIBILITIES/DUTIES:

- Ensure the program delivery is in alignment with the NSNWA, JPC and Cedar house Mission and Vision, as applicable.
- Ensure clients are fully informed of all programs of the NSNWA, JPC and Cedar house.
- Participate in NSNWA organizational responsibilities including but not limited to staff meetings, safety and monitoring meetings, training and committee participation as requested.
- Commit to the operations of JPC and participate in internal committees, projects, and activities.
- Adhere to all policies governing the NSNWA, JPC and Cedar House as applicable.
- Be a team player and make positive contributions to the team.
- Use sound decision making judgement and refer to the JPC Director for direction when necessary.
- Keep sound record keeping and adhere to record keeping policies.
- Utilize and maintain JPC's databases and input client information.
- Compile statistics and data that will assist with the outcomes and evaluation of JPC programs.
- Maintain accurate, comprehensive documentation regarding all interactions with clients. Documentation must be in accordance with applicable standards and adhere to funder requirements.
- Maintain confidentiality, privacy, and clear boundaries.
- Be the first point of contact for clients and triage clients based on needs assessments and intake processes.

- Provide intake, assessment, referrals, assistance in accessing resources, crisis intervention, medical needs, and outreach mediation for clients.
- Establish collaborative relationships with clients, working to increase their strengths.
- Support individuals and families to navigate systems and their specific challenges they face in relation to it.
- Connect clients to community resources, supports and meaningful activities as required.
- Develop and facilitate workshops.
- Contribute to the development of the JPC monthly calendar and activities.
- Develop and facilitate programming using an equal, diverse, and inclusive approach.
- Be a strong advocate for the client and help develop and implement service plans.
- Resolve crisis situations and respond nonjudgmentally to challenging behaviour.
- Build and maintain strong internal and external relationships.
- Have an understanding of oppression and marginalization of clients of the JPC.
- Assist in program and service development to ensure that quality, effective and client-centred programs and services are delivered.
- Work collaboratively with all team members and partnering agencies to achieve excellent service and outcomes.
- Evaluate effectiveness of programming outcomes.
- Identify barriers to accessing services.
- Have knowledge and experience with MMIWG calls to action, and sexualized violence prevention.
- Understand human rights issues and the challenges faced in vulnerable populations along with understanding consent.
- Ability to manage stress, including creating and implementing a self care plan.
- Be honest, trustworthy, respectful, empathic, motivating, reliable, enthusiastic, and flexible.
- Strong social skills with the ability to operate with diplomacy, tact, and empathy.
- Maintain high level of confidentiality.
- Demonstrate sound work ethics.
- Other related duties as requested.

QUALIFICATIONS

- Experience working in related field with an emphasis on mental health, substance use disorders, sexualized violence, and/or social services or an equivalent combination of education, training and experience.
- Certificate, Diploma or Degree in community social services; or education and mental health addictions, concurrent disorders/co-occurring disorders, sexual health and social work.
- Knowledge, awareness, ability to work with and sensitivity to Indigenous people and culture including an understanding of the historical and current issues they face in Nova Scotia.
- Understanding and empathetic to Indigenous women and girls affected by Human Trafficking and its impacts.
- Demonstrated understanding of Harm Reduction principles and approach.

- Comprehensive knowledge of community resources, programs, services including Employment and Income Support, S.A.N.E, Sexual Health resources, healthcare resources, and 2SLGBTQIA+ resources and organizations.
- Varied shifts depending on the need of community/ organization.
- Ability to effectively communicate in both oral and written form paying attention to details and accuracy.
- Must be able to lift to 50 lbs.
- Knowledge of Indigenous communities and organizations in Nova Scotia and the services they provide, both on and off reserve.
- Ability to work with a culturally diverse clientele demonstrating cultural awareness and sensitivity.
- Strong computer literacy skills including experience working with word, excel and video communications such as zoom etc. and other office equipment.
- Strong time management, organizational skills, including the ability to efficiently prioritize and manage multiple tasks.
- Proven ability to complete projects according to outlined scope, budget, and timeline.
- Proven ability to be a team player with experience working with others to develop a timeline, create schedules, and oversee progress to make sure goals are met on time.
- Ability to manage complex and highly confidential information and maintain strict confidentiality.
- Ability to proactively identify issues, adapt and recommend suitable solutions.
- Ability to work with vulnerable populations.
- Ability to work independently with minimal supervision and be a team player.
- Valid driver's license, reliable vehicle, and the ability to travel throughout the province including overnight stays.
- Criminal Record Check - Vulnerable Sector and Child Abuse Registry.

Resumes can be submitted to:

humanresources@nsnwa.net

Salary: \$45,000 - \$50,000 depending on skills and experience, 35 hours per week.

NSNWA offers a compressive benefits package, including medical and dental coverage.