



**POSITION DESCRIPTION:**

Frontline Worker, Ojibway Women's Lodge

**REPORTING RELATIONSHIP:**

Reports to, and works under the direction of, the Ojibway Women's Lodge Program Supervisor.

**PURPOSE OF THE POSITION:**

The purpose of the position is to assist in the provision of a short term residential alternative to an unsafe, threatening or dangerous environment for aboriginal/other women and children who have experienced abuse and /or sexual assault.

To assist in the provision of counseling/social development and family support programs and services for the families of the Ojibway Women's Lodge.

To assist in monitoring the effectiveness of the programs and services available to the families of the Ojibway Women's Lodge.

**SCOPE OF POSITION:**

Appointed, as Ojibway Women's Lodge Frontline Worker, to assist in the delivery of the Ojibway Women's Lodge programs and services of the First Nation, within the administrative policies and procedures established and directed by the Chief Executive Officer.

**RESPONSIBILITIES:**

**1:0 SECURITY, HEALTH AND SAFETY** is the responsibility of the Front Line staff, to protect themselves, fellow employees and residents from physical harm, by adherence to security precautions and occupational health and safety procedures, following emergency plans based on an incident management system affecting the shelter's operation, investigate all critical incidents and reporting serious occurrences to the Program Supervisor or Director

**2:0 AMINISTRATIVE REQUIREMENTS** include participation in program planning, admission and discharge reports, documentation of case notes on computer based data management system (W.I.S.H.), general and client related log information, consulting with the Director on significant client and operational concerns and issues, working collaboratively with Transitional and Crisis Support staff to develop plans and priorities for clients in a spirit of cooperation and teamwork, client satisfaction survey, preparation of statistical data

**3:0 CRISIS INTERVENTION** will be provided immediately and responsively, include management of Crisis Calls, screening calls, risk assessment, assessment of referrals, individual safety planning, dealing with the general public, dealing with Law Enforcement/Child Protection Agencies, management of internal relations between residents, information sharing of concerns and issues, close of shift exchange and working independently and as a team member to ensure effective case management and service provision

**4:0 COUNSELLING** provision in an empathetic, non-judgmental and culturally appropriate, sensitive manner with the goal of empowerment of the women served, information, advice, guidance and support for women and children, providing access to aboriginal healing techniques, networking and collaborating with external groups and partnering agencies in order to ensure effective and comprehensive service delivery, as community liaison represent the OWL in groups and coalitions that address the issues facing abused aboriginal women and children

**5:0 HOUSEHOLD RESPONSIBILITIES** include participation in and promotion of cooperative living, meal planning and preparation, general repairs and maintenance

- Performs a variety of cleaning duties such as sweeping and mopping floors, dusting, wiping, disinfecting, garbage removal, recycling, household laundry, and washing/sanitizing dishes.
- Performs a variety of duties related to food preparation including cooking, meal planning, shopping, and Foodsafe practice.

**6:0 OTHER-** Performs such other related duties as may reasonably be required by the Ojibway Women's Lodge Program Supervisor.

**WORKING CONDITIONS:**

- In a secured residential facility centered on violence against women initiatives, work under pressure in a high risk environment involving health, safety and security risks and operating twenty-four hours /day, seven days/week.
- Work is subject to unscheduled and/or unanticipated calls for service,
- Usual family/social work conditions; work involves considerable contact with people of all ages and with public agencies; and is subject to unscheduled and/or unanticipated call for service.
- Work may involve stressful and/or violent domestic situations.
- Work is confidential in nature thereby requiring considerable discretion and working in a collaborative manner within a team structure
- Work is family centered and involves considerable contact with abused women and their children, legal and social agencies and with the general public.
- Intermittent physical activity including frequent walking, standing, sitting. Must be able to lift up to 15 pounds, handle, move light and heavy weight materials, stand for long periods of time,

engage in repetitive movement of hand and wrist; reach with hands and wrist; stoop, bend, kneel and crouch.

**WORKING RELATIONSHIPS:**

**1. With the Ojibway Women's Lodges Program Supervisor or Director.**

Receives direction, guidance and encouragement; discusses plans and priorities.

**2. With Other Staff.**

Works in a spirit of cooperation and teamwork with other staff.

**3. With Representatives of Health, Social and Legal and Enforcement Agencies.**

Provides information and advice; researches youth related issues; identifies, recommends and promotes programs and services for the families of the Nipissing First Nation.

**4. With Ex-Resident and Non-Resident Clients.**

Provides support, networking with other agencies in an empathetic and objective manner.

**KNOWLEDGE AND SKILLS:**

- Degree or Diploma in the Social Services or related field
- Excellent working knowledge of, and commitment to, programs and services in culturally supported family life.
- Exhibits a high degree of initiative and self direction; good analytical, organizational and communication skills.
- Well developed interpersonal skills; strong interest in the well being and development of family units.
- High level sensitivity to Native issues focusing on knowledge and understanding of abuse of women and children.
- Excellent public relations skills, including an appreciation of the need for tact, discretion and a positive, cheerful, and informed approach with the public.
- Have or willing to obtain - First Aid/CPR Certification
- Have or willing to obtain Foodsafe Certification
- Crisis Intervention skills training, conflict resolution training an asset

- Ability to use computer based data management (W.I.S.H.), Microsoft Office 2007
- Occupational Health and Safety Act Reporting, Procedures Collaboration Agreements and Protocols
- Possession of valid driver's license
- Obtain a valid Vulnerable Sector Check

**IMPACT OF ERROR:**

Information errors could lead to confusion and poor public relations; performance problems could lead to serious health and social consequences, including loss of life, as well as legal liability; attitudinal problems could lead to a lack of cooperation from the working team and could detrimentally affect the image of the Nipissing First Nation.

Lack of tact and confidentiality could be prejudicial to client interests and could cause considerable embarrassment to clients and to the Nipissing First Nation.

**CONTROL:**

- Generally supervised by the Ojibway Women's Lodge Program Supervisor.
- Ability to work with tact and discretion; ability to delegate; and provide support to the staff.
- Works within the administrative policies and procedures established by the Nipissing First Nation and legislatively provided for by the respective agencies of Ontario and Canada.

I, \_\_\_\_\_, acknowledge that I have read and understand Front Line Worker Job Description of the Nipissing First Nation. I agree to adhere to this job description. I understand that if I violate the rules set forth in this job description, I may face punitive or corrective action, up to and including termination of employment.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_

**The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.**