

FIRST NATION OF NACHO NYAK DUN (FNNND)

<u>Position Title:</u>	Social Programs Administrator
<u>Department:</u>	Social Programs
<u>Supervisor:</u>	Manager, Social Programs
<u>Date:</u>	May 2016
<u>Status:</u>	Full Time
<u>Classification:</u>	Level 6

JOB SUMMARY

Reporting to the Manager, Social Programs the incumbent is responsible for effectively and efficiently administering and delivering the following programs within a case management approach: Social Assistance program, Elders/ Disabled Fuel/ Wood program; Pre-natal program; Elders Furniture/ Appliance program; Funeral Planning Assistance program and assist with the health care and emergency medical needs per the Medical Policy, as required.

MAIN DUTIES

- Social Assistance program:
 - Provide social assistance to First Nation citizens and/ or clients by conducting personal interviews with individuals for assessing eligibility, needs, verifying information from various agencies and FNNND membership lists, informing applicant regarding appeal process, establishing allowance periods, explaining to clients rights and obligations, verifying and determining conditions of eligibility, and referring to other resource agencies for other forms of assistance;
 - Determine and calculate the amount of financial assistance to which the applicant is entitled to in accordance with eligibility criteria as established by social assistance rates determined in the policy (i.e. subsidy);
 - Document all information obtained from the client and maintain client files, which includes, contact name, address, phone number, SIN number, date and time or any other pertinent information, as required;
 - Assist in administering and maintaining the financial recording for the Social Assistance program (i.e. AIS, excel database);
 - Create rapport among clientele and integrate a case management approach to offer the following (i.e. home visits, 1:1 sessions, surveys, interviews, etc.):
 - Refer and provide resources (i.e. programs and services) of other agencies (i.e. YG, Many Rivers Counselling, Skookum Jim, etc.) and/ or FNNND departments for services in employment, training, education and rehabilitation; and
 - Assist clients with support they need in seeking the resources they require if they are challenged with a personal barrier (i.e. literacy, life/ stress coping mechanisms, etc.)

- Assist in coordinating and organizing work opportunity program(s) (i.e. WOP) with departmental staff to promote employment for social assistant clients and work with other FNNND departments in seeking employment opportunities and once employed track the clients employment hours to ensure eligibility requirements are being met per the federal Employment Insurance (EI) Program;
- Medical Policy:
 - Assist with the health care and emergency medical needs per the Medical Policy, as required. This may include liaising with Non-Insured Health Benefits (NIHB) and processing medical travel applications per procedure, arranging and confirming accommodation for the client and coordinating transportation service with the Medical Driver; and
 - On-call designate for Medical Emergency correspondence based on a rotating schedule for weekends/ holidays with other departmental staff as determined by the supervisor;
- Funeral Planning Assistance program:
 - Coordinate with Social Programs team to assist in the planning and organizing of funerals and potlatches for FNNND families who request assistance within the guidelines of the program policy and budget;
- Elders/ Disabled Fuel Wood program:
 - Maintain and administer program ensuring the eligibility criteria and requirements are being met per policy;
- Elders Furnish/ Appliance program:
 - Maintain and administer program ensuring the eligibility criteria and requirements are being met per policy;
- Pre-natal program:
 - Maintain and administer program ensuring the eligibility criteria and requirements are being met per policy;
- Other:
 - Develop and maintain current information and contact resource listings for community ensuring availability. Resources include but are not limited to: Yukon Government (YG) resources (i.e. Health and Social directory, government officials/ representatives, etc.), Health Centres (i.e. physicians/ health nurses), RCMP, Justice Services, Family Support Services, Mayo Social Services, Drug & Alcohol Workers, Counselling Services, etc.;
 - Assist as required in maintaining department vehicle(s) inventory list and arranging vehicle(s) maintenance appointments, including travel arrangements, for repairs/ warranty appointments/ seasonal tire changes and arrange to have vehicles detailed (exterior and interior), as needed and ensure vehicle mileage logs are completed and submitted monthly;
 - Attend and participate in departmental staff meetings, special working group(s), and inter-agency meetings, as requested; and
 - Other duties as required.

QUALIFICATIONS:

Education and Experience

- Diploma and/ or Certificate in the Social Services field and/ or Business Administration;
- Preferable (2) years minimal experience in the health or social assistance field;
- Experience working with and knowledgeable of health and social issues affecting and impacting First Nation people;
- Experience in case managing clients' care by assessing and documenting needs; developing, monitoring, and evaluating plans and progress; and
- Knowledgeably of FNNND, Federal and Territorial resources in social services and relevant policies and acts that apply (i.e. Adult Protection Act/ Privacy Act/ Human Rights).

Skills and Abilities

- Must have good computer skills (i.e. MS office: Word, Excel, PowerPoint)
- Must have case management skills;
- Must have good coordination, organizational and time management skills;
- Must demonstrate basic mathematical and accounting skills;
- Must have good written communication skills;
- Must have skills in documentation, record keeping and reporting to maintain confidential client files and provide reports as requested by the supervisor;
- Must have the ability or willing to learn the Aboriginal Information System (AIS);
- Must have effective interpersonal and communication skills with the ability to establish good working relationships with staff, citizens/ clients, general public and other governmental officials/ associations;
- Must have the ability to interpret and monitor a budget;
- Must have the ability to take initiative and work independently as well as a team player;
- Must have good knowledge of FNNND Northern Tutchone culture and traditions;
- Must actively participate and assist with departmental events/ activities of wellness initiatives as directed by the supervisor;
- Must report any negligence and/ or abuse under the Adult Protection Act to the supervisor immediately;
- Must be acceptable and willing to take necessary training and professional development related to the position;
- Must ensure information acquired through the activities of this position is held in utmost and strict confidentiality at all times; and
- Ability to act as a positive role model for community members demonstrating the practice of a healthy lifestyle, including demonstrating stability, maturity, integrity and sobriety in the workplace.

DECISION-MAKING

The position is expected to provide the designated services to a caseload of clients ensuring their needs are met as effectively as possible. The position advises the Manager, Social Programs when issues or concerns arise that may adversely have

impact on the individual. The employee follows established policies and procedures in their course of duties.

IMPACT/ACCOUNTABILITY

This position is accountable for providing the best possible support to individuals within established policy. The employee may experience situations with people in distress (i.e. emotionally unstable, conflict and problem solving concerns) and must be able to cope and handle situations sensitively with the ability to foster trust and empathy in confidence. The activities of the position impact the well-being and self-sufficiency of individuals. The position is accountable for the accurate assessment of eligibility.

WORKING CONDITIONS

The position is located in a normal office environment with extensive computer work while documenting, writing reports, entering data, etc. There are some physical effort required, such as walking, driving, bending, and lifting. Frequent travel within community for regular visits to client homes and occasional travel outside community will be required. Regular monthly and annual critical deadlines must be met while dealing with constant interruptions. The employee may often deal with upset, emotional clients who feel their needs are not being met. Tact, empathy and judgment are required to deal with sensitive and sometimes stressful issues regarding individuals.

CONDITIONS OF EMPLOYMENT:

- Position requires tact, diplomacy and discretion while dealing with sensitive information in a confidential environment;
- Valid Class 5 Yukon Driver's License and abstract is preferred;
- Security Clearance; and
- FNNND policies and associated signatory forms apply.

POSITION APPROVAL:

We approve this position as representative of the work to be performed and that the responsibility and authority levels identified have been delegated to this position.

Phyllis Peter
Manager, Social Programs

Date

Ronalda Moses
Manager, Human Resources

Date

I have read the position description and understand that it is a general description of the duties assigned to the position occupied by me.

Employee

Date