



Penticton Indian Band

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 Penticton, British Columbia
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Position Title:	Manager Social Development		
Department:	Health Department	Type:	Management
Status:	Full-time; Permanent	Responsible To:	CAO, Sr. Manager Health, Social Development and Wellness
Deadline	Posted Until Closed		

Job Summary:

Reporting to the CAO, the Manager Social Development manages Income Assistance and Youth and Family child program services critical to assisting band members addressing various social and financial issues including but not limited to, unemployment, addictions, children and family matters, educational development, etc. Maintaining strong and positive working relationships with both internal and external resources is vital to delivering an effective service. The role will be responsible for the management of programs, program budgets, preparation of policy and supporting reports and providing leadership in identifying service gaps and seeking working solutions for the social development team. The manager is required to be on call and prepared to perform front line work when required. It is essential that the manager works co-operatively and collaboratively with the Health Director and other program areas within the government (e.g. Counsel, administration, health programs, education, First Nation policing, natural resources, housing, Footprints, etc).

Core Competencies:

- Supervision
- Empathy, patience listening
- Critical Thinking
- Strategic Thinking
- Crisis Management
- Decision Making
- Leadership, diplomacy
- Negotiation
- Teamwork
- Knowledge of Issues
- Conflict Resolution
- Networking/Relationship Building
- Planning & Organizing
- Risk Management
- Accountability
- Ethics & Integrity

Duties/Responsibilities:

Job Responsibilities and Work Performed

- Responsible for supervision, coordination and administration of Social Assistance and Child Family and Youth Services;
- Must build and maintain positive relationships with community, internal programs and external agencies;
- Advocate for community members to ensure their rights are protected and needs are met;
- Ensure clear documentation is completed and maintained;

- Plan for ensuring high risk families and youth are kept safe;
- Respond to or designate appropriate team members to be involved in all child abuse reports ensuring children are safe and families rights are protected according to protocols and practices in place;
- Prepare for 24/7 coverage including long working hours and flexible weekend work;
- Provide clinical supervision, leadership to all team members;
- Maintain self-care and healthy lifestyle ensuring the best possible community service delivery;
- Be knowledgeable and prepared to perform frontline case work as required;
- Report actions and issues to the Director Health as required to ensure the Director is fully informed on key issues;
- Assist community members with court actions pertaining to family and children's issues;
- Develop and maintain relationships with community knowledge keepers, seeking direction and guidance;
- Respond to crisis situations developing working solutions based on protocols and practices in place;
- Work proactively, collaboratively, innovatively and cooperatively with internal programs and external agencies to meet needs of community members;
- Promoting family resolutions to their social assistance issues building on their strengths;
- Promote independence as opposed to dependence on social assistance services;
- Supervise staff performance reviews, leave requests, etc., according to personnel policy;
- Participate in PIB wide team, department and social development program meetings;
- Participate actively in internal and external committees as required;
- Prepare reports to external fund providers as required ensuring all INAC policy and procedures are met;

Accountability

- Ensure compliance with all internal band policies and procedures (FAL, Human Resources, Manual, etc.) as well as external governing rules & regulations (AANDC, Indian Act, Privacy Act, etc.);
- Maintain strong positive relationships with Community Program areas and external agencies;
- Build capacity and decrease barriers;
- Represent PIB in all SD practices and processes and when sitting on external committees;
- Prepare and maintain work plans and budgets;
- Reporting on all funding sources as required to ensure continued support;

Relationships

Internally

- Work Collaboratively with Human Resources as required;
- Collaborates with PIB Administration, Program Directors and staff;
- Engages with, reports to and collaborates with community;

Externally

- AANDC on a project basis;
- PIB Entities;
- External funding agencies on a project basis;
- Ministry for Children and Families
- RCMP
- Hospital

Decision Making

- High degree of trust and confidentiality;
- Crisis management;
- Critical solution resolutions;
- Detail oriented and accurately processing and prioritizing information;
- Exercise objectivity and transparency;
- All processes and systems are based on administrative policies and procedures.

Qualifications/Requirements:

Minimum Academic/Educational Requirements

- Degree in Social Work or related field;

Other Certification, Licenses, Designations and/or Training

- Valid Class 5 BC Driver's License with clean Driver's Abstract;
- Own transportation;
- First Aid with CPR;
- Vulnerable Services Criminal Record Check;

Specific Job Skills and Levels

- Must possess good interpersonal and communication skills - oral and written;
- Ability to maintain positive, professional working relations with staff, community and external agencies;
- Conflict resolution and moderation skills;
- Leadership and supervisory skills;
- Financial, human resources and program management;
- An understanding of relevant legislation, policies and procedures;
- An understanding of the roles and responsibilities of Management
- Cross cultural sensitivity and awareness and either have, or quickly develop, an awareness of the community and local families as well as a local, regional and territorial awareness;
- Must have excellent computer skills;
- Must demonstrate tact, discretion and sound judgment while dealing with sensitive issues;

Minimum Level of Experience

- Experience in the Provincial MCFD;
- 3-5 years working in a social development environment in a supervisory capacity;

Personality Traits (Required to be successful in position)

Internally

- *Approachable & Friendly;*
- *Considerate & Service Oriented;*
- *Honest and Integrity;*
- *Fair & Consistent;*
- *Demonstrate sound work ethics;*

Externally

- *Patient;*
- *Compassionate & Empathetic;*
- *Diplomatic;*
- *Assertive;*
- *Respectful and culturally sensitive to*

- Maintain standards of professional conduct; indigenous issue;

Assets:

- First Nations heritage;
- Prior experience in working with MCFD, INAC;
- Applicants in possession of Degree in social services will receive preferential consideration;
- Knowledge in Xyntax;
- An understanding of the Syilx cultural and community environment would be an asset;

Working Conditions:

- Busy, multi-location working environment, including offices, court, community member homes, etc.;
- Constant time pressures to organize and meet deadlines;
- High volume of communication demands (telephone calls, emails, face to face, etc.);
- Exposure to stress and fatigue from prolonged periods of family and children issues management;
- Frequent local travel as required;
- Additional hours will be required;