

CASE SUPPORT WORKER

The National Inquiry into Missing and Murdered Indigenous Women and Girls (National Inquiry) is seeking experienced **Casual, Part-time and Full-time Case Support Workers**.

The National Inquiry is independent from the federal government, and employees are appointed on a term basis. We are committed to having a skilled and a highly indigenous represented workforce. We encourage candidates to self-identify when applying.

KEY ACTIVITIES

- The incumbent works in an environment that is focused on supporting family members and survivors of violence who have shared their truths in the Truth Gathering process.
- S/he is required to perform duties that are in keeping with cultural and professional protocols while gathering basic information, providing support, consulting with local nations or organizations to maintain links to families, communities and Indigenous organizations.
- Responsibilities include assisting with the drafting of plans of care; working closely with families of missing and murdered Indigenous women and girls and survivors of violence; making referrals to external support services; developing and implementing a strategy to support families in the aftercare phase of the Inquiry process; and record keeping and client information management.
- The incumbent also provides emotional support by creating an atmosphere of trust as well as providing informational support on the Inquiry process and identifying next steps.
- S/he understands the historical context of Indigenous peoples in Canada and how it contributes to the widespread impact of trauma, recognizes the signs and symptoms of trauma, understanding considerations needed to contribute to wellness and integrates knowledge about trauma into communications and settings and understands how to implement into daily practice.

QUALIFICATIONS

Language requirements

- Fluency in oral and written English is essential. Fluency in oral and written French is essential for bilingual positions.
- Fluency in oral Indigenous Language an asset.

Education

- University degree in a related field such as counselling, social work, or a combination of equivalent education and experience.

Experience

- A minimum of 5 years' experience
- Experience in providing support services to families, communities and Indigenous organizations
- Experience with casework and gathering required information about participants while respecting confidentiality and privacy
- Experience in delivering training to support families and/or Indigenous communities
- Experience implementing case support strategies and maintaining ties with Indigenous communities and organizations
- Experience working in high demand environment
- Experience working within a Trauma Informed Care organizational structure that involves understanding, recognizing, and responding to the effects of all types of trauma

Knowledge

- Knowledge of Indigenous communities and institutions and in particular Indigenous health and case support organizations
- Understanding of various aspects of holistic wellness, and considers all components relating to a client's wellbeing including Emotional, Physical, Mental and Spiritual needs
- Knowledge of an Indigenous language is an asset

Abilities and skills

- Ability to effectively manage a high volume workload
- Ability to identify and meet the case support needs of a specific clientele
- Ability to develop a bond of trust with vulnerable people
- Ability to respect and be alert to the specifics and protocols of each Indigenous community

Competencies

- Judgement
- Effective interpersonal skills
- Communication
- Empathy
- Cultural Competence

Conditions of employment

- Willing and available to work overtime, as needed
- Able to handle periods of intensive and high-pressure activity
- "Secret" security clearance

Location of employment

- Based on your area of residence, your work can be located and performed at one of our regional offices (Quebec City, Ottawa, Winnipeg, Saskatoon, and Vancouver) or remotely by means of a telework arrangement if you do not live in one of these cities.

Rate of pay

- \$61,558.00 to \$66,324.00

As per the Canadian Human Rights Commission's Aboriginal Employment Preference Policy, the National Inquiry into Missing and Murdered Indigenous Women and Girls seeks to promote the employment of Indigenous Peoples *as its primary purpose is to serve the needs of Aboriginal people*.

Interested candidates are invited to submit their cover letter and resume to t.fearn@mniwg-ffada.ca. In the subject line, please indicate "**Case Support Worker**". Your cover letter should clearly demonstrate how you meet the requirements of this position.

We thank you for your interest in working for the National Inquiry into Missing and Murdered Indigenous Women and Girls. Only those selected for further consideration will be contacted.