

Position Title:

Director of Service Delivery

Posting Period: Until January 16th 2025

Salary: \$125,000. – \$160,000 annually

Nigig Nibi Ki-win Gamik Society***Nigig Nibi Ki-win Gamik Society is growing our team!***

Join our dynamic and dedicated team as we continue to develop capacity within the Algonquins of Pikwakanagan First Nation and greater unceded Algonquin territory. With our Child Well-being law, Nigig Nibi Ki-win, now fully in force, the community embraces a step in reconciliation by reclaiming jurisdiction over the safety and well-being of our children, youth and families.

We're looking for the right people to grow with the organization. Are you interested?

Learn more about Nigig: <https://www.nigignibi.com/about/nigig-nibi-ki-win>

SUMMARY

The Director of Service Delivery will work with the managers of all Nigig service departments, as well as with the Chief Financial Officer and Executive Director in order to operationalize requirements as laid out within Pikwakanagan's child well-being law, *Nigig Nibi Ki-win*, and Nigig's service delivery model to coordinate services for wrap-around care.

They will oversee program and service delivery and ensure the relevant training and preparation of Nigig staff involved in the delivery of wellness and prevention services, and the services related to child safety. The Director of Service Delivery will work collaboratively with internal management as well as external resources and service providers to ensure smooth delivery of new and existing services to children, youth and families of Pikwakanagan, within the traditional Algonquin territory, and beyond.

The Director of Service Delivery will be responsible for the reporting of relevant information and interact with various levels of government and government agencies as may be required.

DUTIES and RESPONSIBILITIES**1. Organizational Development**

- Under the guidance of the Executive Director, develops organizational plans for the coordination of services and service department within Nigig.
- Ensure wrap-around care is provided to children, youth and families as expressed within *Nigig Nibi Ki-win* and Nigig's service delivery model.
- Works cooperatively with external child protection agencies and government entities if necessary to ensure successful facilitation of concurrent jurisdiction arrangements in place.

- Works with all department managers to ensure adequate policies and procedures are in place, including the auditing and monitoring of operational effectiveness.

2. Financial Oversight

- Assist in the creation and monitoring of departmental budgets, and ensuring expenditures are utilized in accordance with funding agreements.
- Ensuring accurate reporting to various external funding sources.
- Ensuring appropriate statistical information is captured and relayed as necessary and in accordance with various funding agreements.

3. Service Delivery

- Develops strategy for the overall delivery of services through Nigig-Nibi-Ki-Win Gamik, including the development of best practices.
- Assists management in the development of processes, systems, and resources to deliver all services contemplated under the law (e.g., wrap-around care).

4. Supervision and Training

- Ensures full cooperation of all service departments in the delivery of services within and external to community.
- Works with department managers to ensure that the training and development requirements of the teams are being addressed.
- Assists managers to enforce Nigig policy both internal and external to the organization, as well as de-escalate personnel conflict within the teams prior to HR involvement

5. On-Call

- Support the on-going facilitation and development of on-call procedures as relevant to the CWB department.

WORKING CONDITIONS

Due to the sensitive nature of personal information and potential interaction with individuals to whom services are being delivered, the Director of Service Delivery is required to keep all information confidential. The Director of Service Delivery position requires you to sit and stand for various periods of time. The Director of Service Delivery position may involve some travel.

EMPLOYMENT REQUIREMENTS

Basic Requirements:

- Bachelor's degree in Social Work at minimum, Master's degree in Social Work is preferred.
- Minimum of eight (8) to ten (10) years direct experience working with youth and families in a social service or other related health setting. A minimum of five (5) years with management or director level experience would be considered an asset.
- Experience working with First Nations, Inuit, and Métis (FNIM) people in a community-based setting would be considered an asset.

Rated Requirements:

Knowledge

- Indigenous knowledge, in particular, knowledge of Algonquin child and family values, traditions, and practices.
- Knowledge of traditional healing practices.
- In-depth knowledge of local, regional, and provincial Indigenous and non-Indigenous services.
- In-depth knowledge of Child Welfare legislation, mandates, standards of practice, policies, and procedures such as the *Child, Youth and Family Services Act, 2017*, Bill C-92, Jordan's Principle, PMSS, Customary Care, etc.

Abilities

- Coordination and planning of individualized extended wrap-around care.
- Develop training material for and train staff in the delivery of programs and services.
- Develop and structure programs and services that can be operationalized and delivered effectively and that remain grounded in the culture, tradition, and practices of the Algonquins of Pikwakanagan First Nation.
- Develop and maintain professional networks for extension of care.
- Proficiency in the use of computers and various software programs.

Personal Suitability

- Strong interpersonal and leadership skills.
- Strong verbal and written communication skills.
- Ability to organize people and manage workflow.
- Ability to problem-solve and resolve conflicts.
- Ability to work in an interdisciplinary team environment.
- Tact, discretion, and a professional level of confidentiality.
- Self-motivated, reliable, thorough, and proactive.
- Sensitive to Indigenous culture and values.

Conditions of Employment

- Criminal Reference Check and Vulnerable Sector Check to be provided on application and on request.

PREFERENCE IN HIRING:

Nigig promotes equal employment opportunities for all applicants. Persons who identify as Indigenous will be given preference as this role serves the needs of members of Algonquins of Pikwakanagan First Nation. Provided the candidate meets the basic requirements of the position and is deemed qualified following the interview process, preference will be given to a) the qualified Indigenous person who is a member of Algonquins of Pikwakanagan First Nation; then to, b) the qualified Indigenous person; then to, c) the qualified non-Indigenous candidate.

WE OFFER:

- Competitive Salary
- Employment benefits & pension plan
- Paid sick, vacation and special day leave
- 14 Provincial and Federal Statutory Holidays

Please submit your **cover letter and resume** to: employment@nigignibi.com

Contact Information

Nigig Nibi Ki-win Gamik Society

1467 Mishomis Inamo,

Pikwakanagan, Ontario

Email: employment@nigignibi.com