

Family Support Worker: Family Well-being



Inuuqatigiit Centre for Inuit Children, Youth and Families is a multi-service non-profit organization serving Inuit children, youth and their families and are dedicated to providing cultural, educational, and support services in a caring, respectful and collaborative environment that fosters strong and proud Inuit children and families.

Position #	2025 - 142
Position Title	Family Support Worker
Posting Date	March 4, 2025
Start Date	ASAP
Hours	37.5 hours – Monday-Friday, with evening and some weekend hours required.
Position Status	Full-time, Indeterminant
Salary Range	Inuuqatigiit Centre offers a competitive wage and benefit package.

POSITION SUMMARY

Under the supervision of the Manager of Family Well-Being, the Family Support Worker plans and delivers community based programming, engages and supports parents and families using a holistic and family-centered approach and ensures safe spaces for clients in compliance with the current wise practices, relevant legislation and OICC policies and procedures.

KEY DUTIES AND RESPONSIBILITIES

- Plan and implement effective outreach strategies to existing and prospective parents through ongoing communications with community, agencies and parents e.g. bulletin board, monthly calendars, newsletters, flyers, call-arounds.
- Plan and deliver safe and culturally appropriate family/community events and activities on a regular basis based on needs and interests of families.
- Identify and report on concerns and issues related to parental engagement to Manager of FWB.
- Resolve issues that arise in delivery of parental engagement programming.
- Plan and purchase supplies for parent/community programs and activities including food.
- Provide transportation assistance to parents.
- In collaboration with FWBp Manager, engage community members to support program implementation and uptake.
- Plan and deliver community-based programs and safe spaces based on the OICC FWB model
- Provide individual support to clients who have experienced violence
- Provide crisis intervention to families and individuals as needed including after hours' support, home visits and emergency food cards as required
- Liaise with local CAS to advocate for culturally safe service
- Liaise with service providers to ensure appropriate referrals, system navigation and advocacy.
- Provide system navigation to clients.
- Actively participate in case management meetings and required follow up

- Engage clients in safety planning as needed.
- Regularly participate in supervision meetings with the FWB Manager
- Participate in CASO Circle of Care process when requested by parent
- Facilitate gender-based peer support groups e.g. men's group, women's circle
- Facilitate drop-in programs for families.
- Provide after-hours crisis support.
- Facilitate support group for adoptive/foster families.
- Participate in monthly case management meetings with CASO
- Provide responsive and inclusive support services to parents and families including appointment accompaniment, home visits, referrals, crisis intervention, supportive counselling and assistance with CAS processes and protocols.
- Refer parents/families to appropriate services as required and document the results of these referrals.
- Seek out opportunities for peer or other support as appropriate in preventing and coping with the effects of vicarious trauma.
- Implement a team approach to planning community based programming and safe spaces e.g. land based family camp, monthly family activities, family drop in, youth drop in, CAS access visits
- Provide information to the FWB Manager for the purpose of local program progress tracking and evaluation.
- Adhere to the FWB mandate and workplan.
- Other duties as required.

WORKING RELATIONSHIPS

- Develop supportive and professional rapport with OICC staff.
- Participate in conflict resolution when required.
- Develop positive relationships with children/youth and parents at OICC.
- Provide emotional support and encouragement to parents.
- Act as a positive role model to promote professional values and ethics within OICC and to parents.
- Assume leadership role for all aspects of parental engagement and support activities and services including emergency situations.
- Demonstrate autonomy and initiative.
- Communicate with parents on a regular basis i.e. letters, field trips, health bulletins, etc.
- Foster strong community engagement in FWB programs, e.g. Elders, resource people
- Liaise with other service providers, programs, and professionals in the community to facilitate referrals and maintain effective linkage and referral protocols.

WORKING CONDITIONS

- Work regular and consistent weekly hours of work.
- Work evenings and weekends to provide after-hours crisis support.
- Required to work some evenings related to delivery of parent engagement activities.
- Additional hours on occasion to meet deadlines and ensure delivery of high-quality programs and services.

QUALIFICATIONS & REQUIREMENTS

- Inuit descent preferred.
- Post-secondary education in related field an asset
- Minimum of one year of experience in:

- supporting families or individuals, and
- working with Inuit communities, and
- working in a family-oriented program, and
- organizing and facilitating groups

SKILLS AND KNOWLEDGE

- Fluency in Inuktitut would be an asset.
- Knowledge of the needs of Inuit children, parents & families
- Knowledge of Inuit and non-Inuit community services and supports.
- Ability to communicate effectively orally and in writing.
- Ability to operate computer systems and relevant software.
- Strong organizational, program planning, evaluation, fiscal management, and problem-solving skills.
- Ability to respond effectively in crisis situations.
- Ability to work in a collaborative staff team environment.
- Ability to function effectively in a high stress, high noise environment.
- Enthusiasm, flexibility, dedication, and commitment to children

CONDITIONS OF EMPLOYMENT

- Medical certification of good health
- TB test, if applicable, and other immunizations up-to-date
- Police Record Check–Vulnerable Sector required, in keeping with Inuuqatigiit policies.
- First Aid/CPR certification or willingness to become certified.
- Covid 19 vaccinations and booster shot.
- Driver’s license is an asset.

Please apply with a cover letter and up-to-date resume to:
jobs@inuugatigiit.ca

***Inuuqatigiit Centre is committed to creating a more representative workforce so it can better understand and serve the needs of our Inuit community in Ottawa.
Priority will be given to Inuit candidates.***

***Employment in some positions requires an acceptable criminal record check.
Possession of a criminal record will not necessarily disqualify candidates from further consideration.***

***Eligibility list may be created to fill future vacancies.
Job descriptions may be obtained by email or on the website.
Only those candidates selected for an interview will be contacted.***