
Career Opportunity

Internal/External



Tungasuvvingat Inuit

Community Support Worker Supervisor

Full-Time, Indeterminate

If there are no successful Inuit candidates, the position will be offered as a 3-year term.

It is the mission of Tungasuvvingat Inuit (TI) to broadly provide Inuit-specific programs that contribute to the health and wellbeing of Inuit and to encourage and support similar programs for Inuit across the country. With over 30 years of highly successful experience in crafting the design, development, and delivery of a wide range of effective, client-centered services, TI continues to deliver quality programs and services that directly benefit our growing urban Inuit population.

The Mamisarvik Healing Centre Program delivers Inuit-specific treatment for trauma and substance use disorders. Professional, confidential, non-judgmental recovery and healing services are provided to Inuit 18 years of age or older. Mamisarvik also provides day and residential treatment programming.

The CSW Supervisor is a leader who directly oversees the community support worker (CSW) team and food services coordinator. Reporting to the treatment manager, the CSW Supervisor ensures the daily functioning of the Mamisarvik healing centre. They work alongside team members, helping them complete basic duties and responsibilities. The CSW supervisor oversees the daily tasks and productivity of the group and ensures that the team completes the goals and objectives set out by the treatment manager.

The CSW supervisor is also the first line of contact for the CSW team who have questions or concerns. It's up to the supervisor to determine if an issue should be escalated to the Treatment manager for further support. The CSW Supervisor resolves minor issues or challenges without needing to consult with the Treatment Manager.

Job Responsibilities include:

- Assigning tasks to employees and overseeing workflow of the department to reach productivity goals
- Answering questions from employees and providing hands-on direction and guidance
- Support and supervise the food services coordinator with daily meals preparations and food service.
- Working in collaboration with HR and the treatment manager, the CSW supervisor participates in the recruitment process of new CSW staff.
- Training new CSW staff on TI/MHC procedures
- Coaching existing CSW staff on new tasks and responsibilities
- Creating and monitoring performance goals and deadlines that align with the TI objectives
- Monitoring employee work tasks and reassigning duties as required
- Addressing questions or complaints from clients or the public
- Keeping track of employee's schedules, time off requests, sick days, and vacation requests
- Maintaining employee personnel records
- Gathering information and submitting performance reports to the manager
- Providing feedback to the manager about high performing employees
- Informing the manager about any disciplinary issues with employees that need to be addressed.

Qualifications

The ideal candidate will have a thorough understanding of Inuit culture, values, Inuit Qaujimagatuqangit and traditional practices. Excellent communication skills, self-starter, a positive attitude, adept with MS-Office and internet are necessary.

Social Service Worker diploma or post-secondary training in a related field is required. Five years of experience working in a community-based service organization is required. CPR, Crisis Intervention and Prevention, Suicide Intervention & Prevention skills and training, Food Handling and Preparation and other training as identified are necessary. Team handling experience of one year is required. Fluency in English is required, fluency in Inuktitut is a definite asset. Valid Driver's license without restrictions and own reliable vehicle are definite assets.

A combination of related education and experience may be accepted.

Salary and Benefits

- TI offers a competitive total compensation package. Employees are provided with an exceptional benefits plan which includes major medical and dental coverage for the employee and their dependents, and employee life insurance. TI also offers a Group RRSP benefit plan for eligible staff.
- TI provides paid sickness, personal and family sickness leave days, and a 24/7 confidential Employee and Family Assistance Plan.
- Vacation (earn 3 weeks/year).

Deadline for applications is until November 16, 2023.

To apply, please submit your resume to careers@tiontario.ca.

Preference in hiring will be given to qualified Inuit candidates; applicants are encouraged to self-identify. Interested candidates are encouraged to visit our website at www.tiontario.ca to learn more about our programs and services.

The successful candidate for this position will be required to obtain a vulnerable sector check with results acceptable to TI. Accommodation for applicants with disabilities is available upon request.

This position works out of TI's Mamisarvik Healing Centre at 25 Rosemount Avenue, Ottawa which is conveniently located close to major transportation access points and parking is free on the premise.

We thank all interested applicants in advance for their interest. Only individuals selected for interviews will be contacted.