

## **Job Description**

POSITION:	Quality Assurance – Community Development Specialist
ACCOUNTABILITY:	Project Manager – Multi-Year Planning
CLASSIFICATION:	Contract
DATE APPROVED:	July 31, 2019

### **JOB PURPOSE**

Reporting to the Project Manager – Multi-Year Planning, the Quality Assurance – Community Development Specialist will complete funding and data analysis, model research and development, strategy development and planning, report writing and best practice development all within the Agency's policies and procedures guidelines, the legal framework of the Child Youth and Family Services Act and First Nation standards of practice. The position is also required to draft community engagement reports and literature reviews based on community research principles and evidence-based practice.

The Quality Assurance – Community Development Specialist will create and populate databases and research projects under the umbrella of Community Development and Engagement using community-based and Indigenous research principles. This will be used for the following community purposes: improve quality of service delivery, attract potential funders, service integration, attract potential academic partnerships, and financial planning for multi-year planning submission to Department of Indigenous Services Canada.

### **KEY JOB FUNCTIONS**

#### **Services Support:**

- Identify Agency and Community-wide needs for quality service improvements and financial planning considerations for multi-year planning
- Produce in-depth reports and short writing projects such as project briefs and grant applications, etc.
- Ensure the development of systems to support and encourage the move towards a continuous quality improvement process
- Work with Leads to determine support for a system of data collection, development of an internal baseline and an annual work plan to respond to areas requiring review and improvements.
- Work with communities and service providers to develop and support innovative, culturally competent community prevention and response services and strategies, and connect them to broader community development efforts
- Assess community plans in cooperation with Manager and gather and disseminate information regarding community impacts and outcomes
- Develop and link reports to community development work, including supporting services and long-term community development and prevention approaches and principles
- Identify a system to improve service delivery with performance measures.
- Initiate and manage across multiple services, quality assurance and integrated service planning evaluation related to community development
- Participate in brainstorming and strategic planning of projects
- Ensure the development of compliance reports that include a system to track expectations
- Acts as a resource around Community Development, Prevention, and Wellbeing in identifying and acting on current and anticipated community needs and issues and providing regular updates through briefings, e-bulletins, reports, program documentation, and other appropriate means.
- Implement community satisfaction and participation measures using an indigenous lens.
- Develop and participate in an evaluation and communications strategy
- Develop and identify a data chart and system to capture statistics related to community trends and other meaningful data for First Nation communities.
- Develop executive summaries and lessons learned reports.
- Ensure manuals are produced to reflect quality expectations

- Evaluate measures implemented to address identified problems and service gaps
- Provide community-based training opportunities, upon approval from Managers, related to service improvements and basic research techniques.
- Use an anti-oppressive framework to work with and assist staff and community partners to enhance their community development skills to foster community capacity by providing consultation, education and facilitation on community development, prevention and engagement
- Support the development of funding proposals with and for communities and agencies, and assist those groups to negotiate monetary and non-monetary resources with all levels of government and key funding institutions

**Governance Support:**

Ensure the development of an inclusive approach to system improvements that engages all major child welfare stakeholders including leadership, staff, service recipients and community members.

- Identify opportunities to demonstrate an agency committed to providing quality service delivery that focuses on community development and engagement.
- Develop a clear and consistent communication plan regarding Agency expectations on outcomes and compliance with community development and engagement.
- Identify opportunities for developing stakeholder relationships and improved communications through participation in a comprehensive communications strategy development and implementation
- Continually assess the Agency's organizational readiness and benchmarks for quality assurance
- Ensure opportunities exist for skill development with Communities
- Develop a system of incorporating client/First Nation satisfaction surveys
- Support systems coordination efforts by working with regional partners to coordinate the provision of service supports that promote integrated service delivery and facilitate local service control.
- Ensure a system is developed for ensuring transparency and distribution of all Agency meeting minutes and committees to appropriate parties
- Review, make recommendations and become the Community Engagement lead regarding external research opportunities

**Administration:**

Complete administrative functions and adhere to all Agency policies, procedures, and relevant practices.

- Work with team on a collective work plan that ensures continuous and evolving community planning and engagement.
- Work with team on community development work plans for each community that targets strategic and/or specific initiatives.
- Develop and maintain an individual detailed work plan of activities
- Ensure confidentiality and safekeeping of all Agency and Community documents and records
- Develop and maintain accurate, up-to-date and concise work files
- Work in compliance with the Occupational Health and Safety Act and any other relevant legislation
- Prepare and submit monthly reports, attendance records, and travel expense claims
- Follow the Agency's human resources, finance and other policies and procedures in the performance of duties

**Other Duties:**

- Assist in training and orientation of peers and community
- Participate in internal or external committees as required or requested
- Other duties as required and assigned

**QUALIFICATIONS**

**Minimum Education**

- Honors Bachelor of Social Work (HBSW) or related degree

**Minimum Experience**

- Three (3) years' management and administration experience in a child welfare protection or social service agency
- Experience in community engagement and development
- Experience developing budgets and writing and submitting grant proposals to various funding agencies

**Knowledge Requirements**

- Knowledge of Nogdawindamin programs and services
- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings
- Strong knowledge of the Child youth and family services act, Eligibility Spectrum, Ontario Safety Assessment, Family Risk Assessment, Strengths and Needs Assessment, Ontario Human Rights Code, Employment Standards Act and Occupational Health and Safety Act
- Knowledge of First Nation service delivery, customs, and traditions in responding to child welfare
- Knowledge of external services and service agencies

**Special Skills**

- Excellent research skills
- Strong interpersonal skills
- Excellent oral and written communication skills
- Excellent computer skills
- Excellent conflict resolution and problem-solving skills
- Strong organizational, planning and administrative skills
- Excellent time management skills
- Excellent assessment skills
- Demonstrated competency in identifying and implementing risk management strategies
- Ability to attend to detail
- Ability to take initiative and work independently
- Ability to work within a team environment
- Ability to facilitate strong inter-departmental relationships
- Ability to meet deadlines and work flexible hours
- Ability to adapt to and manage change
- Ability to work with confidential and highly sensitive and personal information
- Proven ability to work with First Nation communities and people
- Ability to understand and speak Anishnaabemowin is a definite asset

**Other Requirements**

- Must provide a clear Police Records Check with Vulnerable Sector Check
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel
- Must have \$1M automobile insurance

**WORK SITE LOCATION**

The location of this position is to be determined.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

While performing the duties of this job, the Quality Assurance – Community Development Specialist will typically be in an office and community setting. The Quality Assurance – Community Development Specialist is frequently required to operate a computer, file and retrieve written documents, and work overtime when required or during emergency situations. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching and bending. The Quality Assurance – Community Development Specialist will be required to travel to meetings within the District.

This position can be mentally challenging. The administration of employees can be emotionally challenging. As a result, this position is more mentally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings.

Non-physical demands include a work environment where the noise level is usually quiet to low, but may be moderate on occasion. The nature of the position may expose the Quality Assurance – Community Development Specialist to moderate levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

### **TECHNOLOGY & EQUIPMENT**

Computer, photocopier, telephone, fax machine and cell phone, MS Office Software, Frontline, Fast Track, CWIS and CIMS

### **SUPERVISORY RESPONSIBILITY**

This position is not required to supervise staff.

### **KEY RELATIONSHIPS**

#### **Internal**

The position requires interaction with all employees of the Agency, Agency management, the Elders' Council and the Board of Directors.

#### **External**

The position requires interaction with First Nation communities and all service-related agencies within the First Nation that respond to child welfare service delivery needs, following a wholistic indigenous framework.

### **DISCLAIMER**

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Nogdawindamin Family and Community Services reserve the right to modify job duties or the job description at any time.

### **SIGNATURE**

This is to acknowledge that I have received a copy of this job description and understand its contents.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date