

# Uchucklesaht Tribe Government



## **Director of Human Services - Job Description**

### **Title**

Director of Human Services

### **Reports To**

Chief Administrative Officer

### **Summary**

The Director of Human Services is responsible for the planning, development, implementation, and supervision of community support services throughout the community. He or she will provide leadership and clinical case management. This individual will also be tasked with the provision of specialized home and community-based support and prevention services for children and families, as well as the successful development of programs that promote healthy lifestyles and relationships. The Director of Human Services will provide consultant services to other community service staff and assist in the development and coordination of community development and educational services.

### **Job Duties**

- Plan, develop, implement, coordinate, and evaluate the delivery of Community Support Services.
- Provide leadership and clinical case management to the Human Services team.
- Direct the development and implementation of specialized home and community-based support and prevention services.
- Deliver programs that promote healthy lifestyles and relationships.
- Responsible for intake and assessment of social assistance applications from applicants, together with supplementary documentation as outlined in the UTG Social Development Policy.
- Assess each application and the applicant's circumstances to establish their needs and identify available resources and possible alternative means of support.
- Complete Budget and Decision Sheets to verify/determine eligibility for social assistance, based on identified needs and resources.
- Issue financial assistance at rates set out in the Social Development Policy and Procedure Manual, or food vouchers to recipients (clients) who meet eligibility requirements.
- Verify ongoing eligibility by contacting appropriate sources to confirm information given on the monthly renewal slips.
- Assist clients in crisis by making appropriate referrals.

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- Interpret policy and procedures to clients for their better understanding of the purposes, services, and requirements of the program, including the client's obligation to report income and changes in his/her circumstances and to accept work or training when available.
- Encourage and assist in the enrolment of clients in training or educational programs that will enhance employability.
- Maintain a confidential file on each client, which is to include intake recordings and forms in connection with applications for assistance, correspondence regarding the client, and records of all disbursement of funds.
- Provide input/assistance into the planning and development of employment program/services for the community with appropriate staff, Chief and Council (i.e., Work Opportunity Programs, and Incentives).
- Prepare and maintain an annual budget request for submission to UTG based on the needs of the community.
- Prepare all documentation and gather supporting documentation for all housing related issues.
- Maintain a confidential file on each Social Housing Tenant; inspect all Social Housing Units once a year and maintain ongoing files on all housing issues.
- Interpret policy and procedures to the Uchucklesaht Tribe Government membership for their better understanding of the purposes and requirements of the Housing Program.
- Respond to emergency home related issues by conducting home visits upon request.
- Monitor all rental arrears and follow up on late payments.
- Maintain and recommend revisions to the Uchucklesaht Housing Policies as required.
- Responsible for intake and assessment of social assistance applications from applicants, together with supplementary documentation as outlined in the UTG Social Development Policy.
- Assess each application and the applicant's circumstances to establish their needs and identify available resources and possible alternative means of support.
- Complete Budget and Decision Sheets to verify/determine eligibility for social assistance, based on identified needs and resources.
- Issue financial assistance at rates set out in the UTG Social Development Policy and Procedure manual or food vouchers to recipients (clients) who meet eligibility requirements.
- Verify ongoing eligibility by contacting appropriate sources to confirm information given on the monthly renewal slips.
- Assist clients in crisis by making appropriate referrals (i.e., UTG programs and services, mental health counseling, alcohol and drug counseling, family protection, and other outside services).
- Assist employable clients to seek and secure work.
- Encourage and assist in the enrolment of clients in training or educational programs that will enhance employability.
- Generate monthly statistical reports including print cheque register, Social Assistance Summary, and present report in a timely fashion; confirming with Accounting Manager that records are complete.
- Provide input/assistance into the planning and development of employment program/services for the community with appropriate staff, Chief and Council (i.e., Work Opportunity Programs and Incentives).
- Participate in workshops/training/seminars and quarterly meetings that enhance the skills development relevant to the position of Social Service worker.
- Adhere to the Uchucklesaht Code of Conduct and Oath of Confidentiality when dealing with all matters relating to the affairs of the Social Development Program and Uchucklesaht Tribe Government

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- Assist in facilitating the development and delivery of Uchucklesaht culture and language.
- Assist with fundraising for student activities.
- Liaison with parents, conduct home visits, and transport students during emergencies.
- Attend school staff meetings and other meetings, workshops or training as may be requested by Education Supervisor
- Attend and initiate client case conferences with appropriate professionals in consultation with the coordinator.
- Submit receipts to coordinator for purchase of supplies, drop in snacks, and other program supplies.
- Responsible, in conjunction with coordinator, for marketing the program, networking with community contacts and media relations.
- Meet with coordinator to discuss program needs, assist with reports and evaluations, and to advise regarding resource requirements.
- Provide customized support to individuals and families in obtaining required health services by making appropriate referrals.
- Work closely with the UTG Community Health Nurse in the establishment of community health priorities relating to health prevention, detection, assessment, and treatment.
- Work closely with NTC Non-Insured Health Benefits Coordinator in securing patient transportation and other health services/products.
- Develop and maintain community health problem detection and service delivery networks.
- Deliver health education workshops and seminars on a variety of prioritized health care topics.
- Coordinate the development and preparation of marketing materials including pamphlets, brochures, and flyers.
- Plan, implement, schedule, and evaluate special events and activities relating to the Community Health Program.
- Maintain awareness of new developments in the health-care field and incorporate as appropriate into the Community Health Program.
- Adhere to the Uchucklesaht Tribe Code of Conduct and Oath of Confidentiality when dealing with all matters relating to the affairs of the Community Health Program and Uchucklesaht Tribe Government.
- Clinical counseling with children and youth suffering from emotional, behavioral disorders.
- Coordinate services with Nuuchah-nulth Community and Human Services Programs, including USMA, Infant Development, and other Ministry of Children and Family Development Programs.
- Direct clinical service including assessment, diagnosis, and crisis intervention.
- Develop and coordinate prevention/early intervention programs.
- Implement clinical counseling with individuals, families, and groups.

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- Maintain a reporting system of client and activity records and contracts that is current, accurate, recorded and filed in a manner that reflects professional, acceptable practices and can be used for program reporting and evaluation.
- Assist in the coordination of community development and educational services.
- Provide a respectful, safe environment for individuals with disabilities.
- Document daily activities and submit detailed reports on a regular basis.
- Lead/attend regular staff meetings.
- Attend workshops, career development and continuing education opportunities to maintain an up-to-date working knowledge of issues that affect the position and community members.
- Respect and protect the rights of clients, including but not limited to their right to independence, autonomy, and self-determination; their right to choose and practice individual values, beliefs, religion, and culture; their right to privacy and dignity; and their right to live free from retaliation, discrimination, and abuse.
- Promote and encourage each client to maintain an optimum level of health, well-being, and self-esteem.
- Maintain and model appropriate personal boundaries with clients, and refrain from involvement with client personal affairs or other business that may constitute a conflict of interest.
- Support clients with problem solving, compatibility, and conflict resolution.
- Promote the integration and acceptance of clients in the community.
- Implement each client's Health Care Plan, contact external professional supports as appropriate, and follow directions of health professionals.
- Assist clients with all aspects of daily living, including but not limited to arranging appointments, transportation, accessing the community and financial support as needed.
- Understand and use correct reporting procedures for serious or unusual incidents, including but not limited to client injury or illness, incidents of aggression, or injury involving employees.
- Communicate effectively and use a professional approach with all stakeholders.
- Maintain current knowledge and practice of occupational health and safety regulations, fire safety and other emergency policies and procedures.
- Report all health and safety risks or concerns and site maintenance requirements to the Supervisor.
- Understand and use principles of good hygiene and universal precautions in all aspects of the job.
- Take responsibility for personal health and safety and wears appropriate clothing, footwear, and personal protective gear while on duty.
- Provide support to casual employees regarding client and household routine

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- Respect and protect the privacy of information relating to all company clients, employees, and business affairs.
- Maintain current knowledge and practice of all relevant plans, policies and procedures as established by the company.
- Maintain current credentials as required for employment upon approval by the CAO.
- Perform other related duties as requested by the CAO.

## Requirements

- High School Diploma.
  - Post-Secondary Education in Social Work or Related Field.
  - Minimum 5 years of experience in the Community Services industry.
  - 5-year minimum training or experience working with individuals with cognitive and/or physical challenges in a community residential setting, or an equivalent combination of education, training and experience.
  - Knowledgeable regarding disability and wellness programs, applications, including the assessment, planning, implementation, and evaluation of wellness.
  - A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills.
  - High degree of resourcefulness, flexibility, and adaptability.
  - Able to effectively communicate both verbally and in writing.
  - Computer literacy, including effective working skills of MS Word, Excel and e-mail required.
  - Politically and culturally sensitive.
  - High level of critical and logical thinking, analysis, and/or reasoning to identify underlying principles, reasons, or facts.
  - Good organizational, time management and prioritizing skills.
  - Strong morals and ethics, along with a commitment to staff and client privacy.
  - Demonstrated ability to work in a fast-paced team environment.
  - Demonstrated commitment to ongoing professional education.
  - Previous community related experience a definite asset.
  - Excellent interpersonal and communication (written and verbal) skills.
  - Good public relations skills.
  - Excellent organizational and time management skills, be able to efficiently organize many details in a time efficient manner.
  - Ability to monitor financial accountabilities.
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