



miskanawah
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Cultural Services Connector

Location: Calgary, AB
Position Type: Full time
Hours: Monday – Friday (37.5 hours/ week)
Program: Family Resource Network

Position Summary:

Miskanawah is an Indigenous agency that draws jointly from the strengths and guidance of Indigenous teachings and traditions and evidence-based practices in human services, to support vulnerable children, youth and families.

Miskanawah is seeking a Cultural Services Connector to work within our Family Resource Network program. The Cultural Services Connector will work to support families and staff from a cultural perspective. They will develop and facilitate cultural programs and ceremonies through consultation with other Miskanawah programs and their team.

Responsibilities:

- Create a safe environment for individuals to engage in cultural activities
- Communicate clearly regarding ceremonies and practices available for families and staff
- Assess cultural needs of programs and clients and connects them with the appropriate Elder and/or ceremony to meet their needs
- Complete program evaluation and documentation as required
- Proactively supports staff in their cultural learning around ceremonies and protocols
- Maintain and ensure confidentiality with all client information
- Maintain and model appropriate professional boundaries with clients
- Maintain positive relationships with other service providers
- Attend workshops, career development, and continuing education opportunities
- Ensure commitment to quality, client safety, and risk management initiatives
- Collaborate with members of a team to plan, implement, coordinate, and evaluate client care and support
- Maintain current credentials as required for employment
- Provide positive role modeling and mentoring to clients
- Assist Elders & take responsibility for supporting Elders when working with Miskanawah



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Skills and experiences:

- Ability to prioritize, time manage, and multi-task in a fast-paced environment
- Strong customer service background
- Ability to communicate effectively both verbally and in writing
- Ability to problem solve independently
- Flexible and adaptable to new tasks
- Demonstrate sound judgement and decision-making skills
- Previous work with Indigenous families is an asset
- Ability to manage deadlines
- Strong people skills; friendly, energetic, calm under pressure
- Self-motivated, uses initiative, detail oriented
- Proven organizational, time management and multi-tasking skills
- Ability to maintain a high level of accuracy in preparing and entering information
- Ability to exercise good judgment, and maturity

Requirements:

- Knowledge of, and familiarity with Indigenous cultural traditions
- Willingness to engage with diverse Indigenous ceremonies and Elders/Knowledge Keepers
- Diploma or Certificate in Human Services or related field or relevant experience
- Commitment to team leadership and development
- Experience working with vulnerable families
- Ability to take initiative
- Ability to work individually as well as part of a team
- Ability to effectively communicate both verbally and in writing
- Ability to respond quickly in a dynamic and changing environment
- Criminal Record and Vulnerable Sector Check
- Child Intervention Check
- Valid First Aid or CPR certification
- Suicide Awareness Training
- Crisis Intervention Training
- Self-Harm Training
- Quality Improvement and Outcomes Training
- Indigenous Awareness Training
- Diversity Training



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We offer the opportunity to be part of a creative and positive work environment, a competitive salary, supports for professional development, opportunity for advancement, and the chance to be part of a team that supports children, youth and families to thrive within a culturally responsive community.

Please submit a cover letter and resume to careers@miskanawah.ca and reference “Cultural Services Connector” in the subject line. This posting will remain open until a suitable candidate is found. We thank all applicants, however, only those selected for interview will be contacted.