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## **Diamond Willow Youth Lodge Team Lead**

<b>Location:</b>	Calgary, AB
<b>Position Type:</b>	Full time
<b>Hours:</b>	37.5 hours/ week
<b>Program:</b>	Diamond Willow Lodge

### **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.

The Diamond Willow Youth Lodge Team Lead, under the direction of Miskanawah's Manager, will be primarily responsible for the day-to-day operations of Diamond Willow Youth Lodge. The Team Lead will plan, schedule, and assess programs and activities to ensure that the space is a safe and welcoming centre for Indigenous youth. It is imperative that the Team Lead have a good understanding of Indigenous culture and protocols, as well as a passion for working with Elders and cultural mentors. This role requires a strong ability to develop a rapport with a wide variety of community stakeholders including youth, agency partners, and the urban Indigenous population as a whole.

### **Responsibilities:**

- Determine staffing requirements and oversee the hiring of staff
- Ensure staff are thoroughly trained and prepared to work with high risk youth
- Oversee staff to ensure work is being performed according to established standards
- Ensure that safe work practices are being followed
- Maintain shift schedules to ensure sufficient employee coverage
- Provide feedback, support, and formal supervision to staff team
- Coordinate activities by scheduling programs and coordinating collaborative partners
- Schedule and attend monthly meetings with Diamond Willow Youth Lodge Youth Council and ensure their priorities are implemented
- Attend agency leadership meetings and ensure important communication is shared with staff team
- Ensure appropriate cultural protocols are being implemented
- Explore opportunities to collaborate with internal and external programs



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- Respect and protect the privacy of information relating to all clients and employees
- Maintain positive relationships with other service providers, including but not limited to social workers, police, and other agency staff
- 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
- 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
- Ensure outcomes data is collected and reported accurately
- Establish and maintain relationships with agency partners and Indigenous community members
- Ensure that all employees comply with agency policies, procedures, and ethical standards
- Contribute the mid-year and annual reports to funder

#### **Skills and experiences:**

- Ability to prioritize, time manage, and multi-task in a fast-paced environment
- 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
- Crisis management skills
- Strong people skills; calm under pressure
- Self-motivated, uses initiative
- Ability to maintain a high level of accuracy in reporting
- Crisis management experience an asset
- Minimum of 5 years of experience working with youth
- Effective leadership skills, with a strong focus on mentoring
- Ability to build and maintain lasting relationships
- Ability to work collaboratively
- Strong problem-solving skills
- Foundation of Indigenous cultural knowledge and connections in Treaty 7 community

#### **Requirements:**

- Diploma or Degree in Human Services, or a related degree with experience



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- Experience working within Indigenous cultural community
- Ability to work evenings and weekends
- Ability to supervise and motivate a team to achieve and exceed their goals
- Ability to remain calm and poised in urgent situations
- Ability to identify issues and implement creative and strategic solutions to overcome problems
- Criminal Record and Vulnerable Sector Check
- Child Intervention Check
- Prior experience working for a Not-for-profit
- Competency in Microsoft applications including Word, Excel and Outlook
- Use of a reliable vehicle with \$2,000,000 liability, permission to carry passengers and business coverage on the vehicle
- Valid driver's license and a driver's abstract with minimal demerits
- Effective leadership skills, with a strong focus on mentoring
- Demonstrated ability to build and maintain lasting working relationships

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](mailto:careers@miskanawah.ca) and reference "Diamond Willow Youth Lodge Team Lead" in the subject line. We thank all applicants, however, only those selected for interview will be contacted.