



miskanawah
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Miskanawah (meaning, 'many little paths' in Cree) is an Indigenous-led organization offering supportive services grounded in cultural traditions and teachings, and we believe children, youth and families thrive in a culturally responsive community.

Miskanawah recognizes our home fire as the heart of belonging and essential to building strong, resilient Indigenous communities. Founded on the principle of Wahkotiwini: living in relationship, Ka-pe-kiwehtahat (meaning, 'bringing them home' in Cree) is an extension of Miskanawah's community of care, where we envision our circle of relatives supporting Indigenous children, youth, families and single adults in building their home fire using traditional approaches to healing and wellness. Through the development of culturally grounded housing support services, Ka-pe-kiwehtahat seeks to increase access to affordable, safe housing options and prevent housing breakdown for Indigenous people in the Calgary community.

POSITION

TAWAW Family Resource Network Program Manager

Program: TAWAW Family Resource Network

Reports to: CEO

Salary: \$77,000 - \$84,000

Location: Calgary, AB

Position Type: Full-Time

Hours: Monday to Friday (37.5 hours/week)

Job Summary

The Program Manager is responsible for managing, supervising, monitoring and overseeing the day-to-day operations of the Tawaw Family Resource Network (FRN). Tawaw FRN programs and services offer a culturally grounded approach to promoting the holistic well-being of infants, children, and youth aged 0 to 18 years and their families.

Core Competencies

- Cultural Sensitivity
- Client Focus
- Adaptability
- Communication
- Resourcefulness
- Teamwork
- Budget Management



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Job Duties

- Ensure that culture and practice frameworks are integrated into service delivery
- Support team curiosity, learning and engagement with Indigenous culture & ceremony;
- Facilitate and promote team connection with Circle Keepers, Knowledge Keepers & Elders;
- Ensure that FRN team embeds cultural protocols and practices within service delivery and works collaboratively with Miskanawah Cultural Team
- Mentor, coach and supervise Team Leaders; offer ongoing performance feedback & staff development
- Collaborate with other Family Resource Networks within Calgary and provincially
- Expand connections with community agencies & programs to form a continuum of services regarding poverty, basic needs, mental health, addictions and other challenges
- Monitor data collection, lead annual outcomes reporting and ensure the fidelity of Program measurement tools
- Lead accreditation support; policy development where applicable, ensuring compliance of agency policies and procedures with standards
- Assist with interviewing and hiring of staff
- Create and maintain a positive, supportive and healthy environment for staff and families
- Identify opportunities to enhance services, increasing positive outcomes for families
- Support the fiscal integrity of the program

Job Requirements

- Knowledge of and willingness to engage in Indigenous cultural traditions
- Promotion of Indigenous resiliency and wellbeing into service delivery
- Minimum of a degree in a human services field, master's degree preferred
- Six or more years' experience working with vulnerable children, youth and families preferred
- A minimum of 3 years' experience in a supervisory/management position
- Strong leadership, interpersonal and communication skills (written and verbal)
- Strategic thinker with organizing, planning and analytical skills
- Passionate about engaging in outcomes evaluation and ongoing quality improvement
- Experience building partnerships and working collaboratively to meet shared objectives
- Strong ability to make sense of complex and sometimes contradictory information to effectively solve problems
- Ability to respond quickly in a dynamic and changing environment
- Ability to work individually as well as part of a team



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- 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

Work Conditions

- Interaction with clients and the public at large
- Interaction with others under varying circumstances-including situations of a highly sensitive nature
- Attendance and participation in training
- Intermittent physical activity including walking, standing, sitting, and lifting
- Occasional overtime
- Working in a busy environment with frequent interruptions
- Interaction with employees, management, and the public at large
- Flexible hours, including nights, weekends, and holidays

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 “**Program Manager**” in the the subject line.