



Kahnawake Shakotiiia'takehnhas Community Services

EMPLOYMENT OPPORTUNITY

Manager of Traditional Services

KSCS is seeking an experienced & innovative leader with sound analytical and program development skills to guide the Traditional Services teams to deliver a high standard of client services for Kahnawa'kehrónon.

Under the supervision of the Director of Family Services, the Manager of Traditional Services implements and coordinates a collaborative program; as well as directs and supervises the Services' teams to ensure effective and efficient services are provided to clients of KSCS.

Required Education & Experience:

- Bachelor Degree in Human Services field with three (3) to five (5) years of experience in management and supervision.
- CEGEP preferred in related discipline with five (5) to seven (7) years of experience in management and supervision.
- Minimum high school diploma with formal training in Human Services and Community development and seven (7) to ten (10) years' management/supervisory work experience in Human Services.

Status: Indefinite full-time position, with a 9-month probationary period

Salary: Starting at \$46.34/hour.

Schedule: 35 hrs/week; must be willing to work flexible hours as necessary

If you believe you possess all the requirements listed in the full job description for this position, and you wish to pursue a rewarding career with excellent benefits at KSCS, please forward your complete application to:

KSCS Human Resources at humanresources@kscskahnawake.ca. You must include a resume, letter of intent, along with your completed application form and required documents as specified within the application form. Full job descriptions are available at www.kscs.ca. Call 450-632-6880 for more info.

Deadline to apply is: Open until filled

GENERAL INFORMATION	
Code:	MG4
Job Title:	Manager of Traditional Services
Department:	Management-Traditional Services
Date of Job Description:	April 2011
Date of Revision:	May 16, 2024
Job Reports To:	Director of Family Services Operations

JOB DESCRIPTION SUMMARY
<p>Under the supervision of the Director of Family Services, the Manager of Traditional Services implements and coordinates a collaborative program; as well as directs and supervises the Services' teams to ensure effective and efficient services are provided to clients of KSCS.</p> <p>With minimal direction, with respect to business objectives and company philosophy, provides strong management to assigned staff using advanced technical skills with tactical leadership skills. Manages, prepares, administers and directs the control of a specific area of the business. Monitors department adherence to approved budget. Negotiates internal or external agreements as required.</p> <p>Designs and develops organizational policies relevant to the department. Selects, develops and evaluates personnel to ensure the efficient operation of the function. Manages, perhaps through subordinate supervisors, the coordination of the activities of a section or department with responsibility for results, including costs, methods, and staffing. In some instances, this manager may be responsible for a functional area and not have any subordinate employees.</p> <p>Responsible for the day to day direction and management of the relevant business area. Reviews and approves recommendations, providing relevant information to executive management team. Has full autonomy to deliver to agreed accountabilities and contributes to the solution of complex technical problems with senior level skill. Decisions may affect the effectiveness of the organization, its products and services and its people.</p>

CORE RESPONSIBILITIES AND DUTIES	
Core Responsibilities	Duties
<p>Manages and supervises the Traditional Services team to provide services aligned to the strategic plan of KSCS</p>	<ul style="list-style-type: none"> ➤ Ensures the Director of Family Services and the Management team are well briefed on any opportunities, developments or changes in services, working groups and/or committees. ➤ Attends and participates in KSCS Management meetings and planning sessions and then follows up with any delegated tasks, including transmitting the necessary information to Prevention team. ➤ Establishes and hosts regular service area all staff meetings (bi-weekly) to support plans and communications tracking of work and team building. ➤ Ensures that Traditional programs, services and projects are planned, coordinated and executed. ➤ Establishes, and ensures, appropriate networking processes between Traditional Services and other KSCS Service areas, including assigning appropriate resources. ➤ Participates in local, regional and national working groups/committees as determined by the Director of Family Services. ➤ Provides advice and support to Management on organizational Internal Operational issues. ➤ Provides assistance in developing proposals and securing funding.
<p>Directs and supervises the Traditional Services team.</p>	<ul style="list-style-type: none"> ➤ Provides direct leadership and supervision to Supervisors, Team Leaders and staff in the implementation of Service Delivery activities, goals and objectives of the Traditional Services team.

	<ul style="list-style-type: none"> ➤ Promotes communication and adequate information flow within the Traditional Services team, the organization, external organizations and with community members. ➤ Ensures evaluation and periodic reviews of service delivery/work plans. ➤ Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws; this includes recruiting appropriate staff; resolving problems; training employees; directing specific work; appraising performance; and, in collaboration with HR, in terminating employees, when necessary. ➤ Conducts planning sessions with Traditional Services team to ensure work plans, tools, projects and services align with the Strategic Plan of KSCS and emerging needs noted by KSCS Management. ➤ Ensures Traditional Services team develops and institutes policies, procedures, controls and/or information sessions to support service delivery. ➤ Ensures Traditional Services team conducts relevant research to identify emerging needs, trends and best practices and develops annual work plans and budgets to respond to these needs, trends and best practices. ➤ Assists the management team in addressing staff validation and social activities.
<p>Management of Traditional Services Budgets</p>	<ul style="list-style-type: none"> ➤ Ensures adherence to the annual budget cycle as determined by KSCS, including planning, forecasting, maintenance and reporting based on service delivery and KSCS' strategic direction. ➤ Ensures that services operate within the defined budgets in collaboration with the Financial Controller or makes adjustments to their budget plan to account for variances. ➤ Seeks and secures additional funding for Traditional Services by conducting research on new potential funding sources and submitting proposals that are approved by the Director of Family Services.
<p>Establishes and monitors appropriate accountability methods</p>	<ul style="list-style-type: none"> ➤ Ensures databases/files are established and maintained on all relevant Traditional Services operations, projects and services. ➤ Ensures records are kept on: work schedules, meetings, travel, projects and services. ➤ Ensures evaluation and periodic reviews of service delivery/work plans. ➤ Ensures information on the impact of service delivery is collected, analyzed and is incorporated in future plans in order to improve service delivery. ➤ Ensures reports are completed and submitted as required by Executive Director, Director of Family Services, funding agencies, Board of Directors as well as those required to maintain good internal public relations. ➤ Approves and ensures time sheets and expense claims are handed in for processing monthly. ➤ Delegated signing authority up to \$5,000.00.
<p align="center">Performs any other job-related duties as may be required by the immediate Supervisor.</p>	
<p align="center">COMMUNICATIONS</p>	
<p>Team Work:</p>	<ul style="list-style-type: none"> ➤ Frequently requires a level of collaboration and cooperation to get work or projects complete.

Advising:	➤ Continuously provides information that must be understood and explained.
Training:	➤ Commonly provides training to stakeholders or clients.
Leadership:	➤ Continuously provides a high quality of leadership required in relation to internal and external partnerships.
Negotiations:	➤ Occasionally needs to negotiate internal or external agreements.

ENVIRONMENTAL FACTORS	
Environment:	➤ Regular work week, moderate flex required.
Stress Factor:	➤ High Stress.
Deadlines :	➤ Numerous & tight deadlines.

ACCOUNTABILITY	
<ul style="list-style-type: none"> ➤ To provide services in a manner consistent with the terms and conditions of the employment agreement, the personnel policies, standard operating procedures and directives. ➤ To provide efficient direction, administration and coordination of the organizations policies, goals, objectives and special projects. ➤ To implement and coordinate a collaborative service delivery to clients of the Traditional Services program. ➤ To ensure the provision of efficient and fair supervision and advice to Traditional Services staff ➤ To ensure the provision of successful planning, implementing and maintenance of budgets. ➤ To maintain confidentiality practices. ➤ To participate and support the Family Services Management team. ➤ To participate and support the KSCS Management team. ➤ To maintain confidentiality practices. 	

QUALIFICATIONS	
Education and Experience required	<ul style="list-style-type: none"> ➤ Bachelor Degree in Human Services field with three (3) to five (5) years of experience in management and supervision. ➤ CEGEP preferred in related discipline with five (5) to seven (7) years of experience in management and supervision. ➤ Minimum high school diploma with formal training in Human Services and Community development and seven (7) to ten (10) years' management/supervisory work experience in Human Services.
Skills and Requirements	<ul style="list-style-type: none"> ➤ Demonstrates strong leadership and organizational skills in order to manage multiple teams and projects. ➤ Advanced knowledge of Kanien'kehá:ka customs, traditions, ceremonies and medicines. ➤ Must be sensitive and open to traditional native concepts and be prepared to adapt services. ➤ Sound problem solving and analytical skills using collaborative decision making and open to challenges. ➤ Good understanding of government systems (local, regional, national – aboriginal and mainstream) and funding sources. ➤ Good knowledge of budget practices. ➤ Experience in conflict resolution and able to manage conflict. ➤ Experience in program development and planning. ➤ Good knowledge of computer programs (Word, Excel, etc.) ➤ Excellent public speaking skills involving small and large groups. ➤ Ability to craft articulate documents such as proposals, reports, briefs and correspondences that effectively communicate messages.

	<ul style="list-style-type: none"> ➤ Strong work ethic. ➤ Must function well adapting to diverse teams. ➤ Good knowledge of the community, culture and its issues, concerns and socio-economic problems facing the community. ➤ Ability to deal with the pressure and demands of living in the community and balancing personal and work life,(If applicable). ➤ A valid Quebec driver's license and access to a vehicle as some travel is required.
Assets	<ul style="list-style-type: none"> ➤ Knowledge of the Kanien'keha language.

Immediate Supervisor

Incumbent

Date