



## EMPLOYMENT OPPORTUNITY

### Team Leader of Traditional Services

KSCS is seeking a highly skilled & experienced individual who is responsible for overseeing program development, ensuring effectiveness, and fostering a supportive, compassionate work environment for the Traditional Services team, while aligning activities with organizational goals, managing budgets, and supporting staff well-being, development, and compliance.

Under the guidance and support of the Manager of Traditional Services, the Team Leader of Traditional Services plays a critical role in creating and maintaining a supportive, compassionate, and inclusive work environment where employees feel valued, respected, and empowered. The Team Leader of Traditional Services oversees program development and ensures program effectiveness.

#### Required Education & Experience:

- Bachelor's Degree in Applied Human Relations/Social Work, or related field with one (1) to three (3) years experience.
- Certificate/D.E.C. in related field with three to five (3-5) years related work experience.
- High School Diploma with five to seven (5-7) years related experience and/or training may be considered.

**Status:** Indefinite full-time position, with a 6-month probationary period.

**Salary:** Starting at \$40.29/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](mailto: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](http://www.kscs.ca). Call 450-632-6880 for more info.

**Deadline to apply is:** Friday, April 4, 2025, at 4:00PM.

### GENERAL INFORMATION

<b>Code:</b>	MG2
<b>Job Title:</b>	<b>Team Leader of Traditional Services</b>
<b>Department:</b>	Family Services, Prevention Services-Tsì:non Ahsonhì:iohake: Family Wellness Center (FWC)
<b>Date of Job Description:</b>	April 2, 2011
<b>Date of Revision:</b>	March 10, 2025
<b>Job Reports To:</b>	Manager of Traditional Services

### JOB DESCRIPTION SUMMARY:

Under the guidance and support of the Manager of Traditional Services, the Team Leader of Traditional Services plays a critical role in creating and maintaining a supportive, compassionate, and inclusive work environment where employees feel valued, respected, and empowered. The Team Leader of Traditional Services oversees program development and ensures program effectiveness.

The Team Leader of Traditional Services is dedicated to implementing service activities in alignment with the KSCS Continuum of Care and provide direction in clear alignment with organizational goals and values, with a compassionate, focused guidance to the Traditional Services team, helping them navigate moderately complex challenges while fostering a collaborative and supportive work environment. They contribute their technical skills to finding thoughtful solutions, always keeping the well-being of staff in mind. They participate in the administration of budgets and may make budgetary recommendations. Additionally, the Team Leader works collaboratively to develop schedules and determine staffing needs, ensuring a balanced workload that supports employee well-being. In their role, they support the selection, development, and evaluation of personnel, fostering an environment where individuals have the tools and support they need to succeed and contribute effectively to the team's goals.

Through trauma sensitive approach and a commitment to legal integrity, the Team Leader of Traditional Services helps to foster an organizational culture that prioritizes trust, respect, and well-being, while upholding the organizations goals of compliance, equity, and creating a positive, resilient workplace for all.

### CORE RESPONSIBILITIES AND DUTIES

Core Responsibilities	Duties
<b>Assists in the coordination of the Traditional Services Program development.</b>	<ul style="list-style-type: none"> <li>• Assists in coordination and design of the Traditional Services and any associate programming.</li> <li>• Facilitates the development and initiation of the Traditional Services activities to meet the goals and department objectives.</li> <li>• Establishes committees and working groups for measures, as required.</li> <li>• Develops and implements program standards and procedures in collaboration with the Director of Strategic Development Services.</li> <li>• Participate in Traditional Services working group as lead facilitator.</li> <li>• Recruits members for working groups and committees.</li> <li>• Attends regular supervision sessions with director.</li> <li>• Attends management meetings as required to update on progress of Traditional Services programming.</li> <li>• Promotes communication and adequate information flow within the organization and community.</li> <li>• Works towards legitimizing traditional services.</li> <li>• Attends KSCS team, All Staff meetings and P&amp;SS Admin Team meetings.</li> <li>• Attends community events sponsored by KSCS, based on policy.</li> <li>• Attends training sessions as required.</li> </ul>
<b>Coordinates the Traditional Services Activities of the Tsì:non Ahsonhì:iohake Family and Wellness Center.</b>	<ul style="list-style-type: none"> <li>• Develops and maintains a resource network to meet the needs of community members.</li> <li>• Ensures a holistic approach to client services and programming.</li> <li>• Acts as liaison between KSCS and staff at FWC.</li> <li>• Integrates programs of FWC into one service center as per long term objectives of P&amp;SS.</li> <li>• Maintains the integration of FWC with P&amp;SS/KSCS.</li> <li>• Ensures ongoing education in regards to Haudenosaunee teachings and natural medicines.</li> <li>• Participates on the Intake team, P&amp;SS admin team, selected training initiatives, planning meetings and other meetings as directed.</li> <li>• Provides input to the Prevention Services and Support Services concerning a Traditional Services approach and/or networking in service delivery.</li> <li>• Maintains/coordinates/processes info and activities on Case Management Recording System for FWC.</li> <li>• Manages the care, expenses and maintenance activities of the FWC.</li> </ul>
<b>Provides Supervision, Human Resources and Administrative Support to the Team of the Traditional Services Team.</b>	<ul style="list-style-type: none"> <li>• Provides leadership and carries out supervisory responsibilities in accordance with the organization's policies and applicable laws through recruiting appropriate staff, addressing complaints, resolving problems, training employees, team-building activities, directing specific work, appraising performance, recommendations for termination of an employee, when necessary.</li> <li>• Supervises personnel within the team as per his/her work plans.</li> <li>• Provides clinical supervision to Traditional Support Counselors.</li> <li>• Coordinates, assigns work and provides supervision and direction to the team members.</li> <li>• Conducts yearly Performance Appraisals of the team members.</li> </ul>

	<ul style="list-style-type: none"> <li>• Addresses conflict resolution as it affects the work.</li> <li>• Addresses complaints regarding Traditional Services staff.</li> <li>• Establishes regular team meetings and conduct team-building activities with staff.</li> <li>• Monitors and records work hours and approves timesheets; keeps record and approves employee's vacation, sick leaves and flexible hours.</li> <li>• Authorizes purchase orders and cash disbursements up to \$1,000.</li> <li>• Monitors expense activities in compliance with budget service plan, approves team members expense requisitions and travel claims.</li> <li>• Provides direction and guidance to the team in relation to KSCS Strategic Framework and Community Health Plan.</li> <li>• Collaborates with Manager to ensure job descriptions are kept up-to-date and relevant to the mandate of KSCS.</li> <li>• Ensures scheduling coverage for vacation, wellness, days and evenings and holiday services.</li> <li>• Delegates appropriate replacement during Team Leader's absence.</li> <li>• Attends monthly Supervisory sessions.</li> <li>• Participates in regular supervision sessions with immediate Supervisor.</li> <li>• Responsible for researching, developing and implementing training for team members.</li> <li>• Identifies training needs and approves training requests of team members.</li> <li>• Attends staff meetings/workshops/conferences relevant to area of employment.</li> <li>• Serves as liaison to people who are unfamiliar with other resources.</li> <li>• Attends daily Intake/Status meetings and assigns work as determined at Intake/Status meetings.</li> <li>• Coordinates, assigns work and provides supervision and direction to team members. (This may include networking with Clinical Supervisors for professional opinion).</li> <li>• Keeps up-to-date on trends and emerging issues in the field.</li> <li>• Oversees Case Management Recording System pertaining to cases and group work.</li> <li>• Ensures participation of staff in Case Conferences, as needed, and participates, as needed.</li> <li>• Assists with overseeing of issues with building regarding liaises with Director of Operations and Maintenance team.</li> <li>• Monitors and ensures timely submission of work plans and/or caseload summaries.</li> </ul>
<p><b>Establishes appropriate accountability methods, records and reporting on services and projects</b></p>	<ul style="list-style-type: none"> <li>• Collaborates with manager to develop and implement accountability processes, policies and procedures to interface with existing services and partnerships.</li> <li>• Develops and implements a mechanism for collecting evaluative data and reports the results to applicable Supervisor.</li> <li>• Establishes a yearly workplan.</li> <li>• Ensures that the KSCS Policy Manual is adhered to.</li> <li>• Coordinates the preparation of program reports as required.</li> <li>• Ensures an effective filing and archiving system.</li> <li>• Coordinates the development of data and statistics collection tools to track the Traditional Support programming.</li> <li>• Prepares Traditional Services contribution for the KSCS Annual Report.</li> </ul>
<p><b>Ensures program performance and effectiveness through evaluation and improvement initiatives.</b></p>	<ul style="list-style-type: none"> <li>• Evaluates the results of the Traditional Services team service delivery activities and provides updates to the Director of Strategic Development Services as required.</li> <li>• Regularly reviews and evaluates Traditional Services initiatives and identifies areas for improvement.</li> <li>• Facilitates evaluation processes of Traditional Services programs and services.</li> <li>• Develops methods for measuring effectiveness of all Traditional Services programs.</li> <li>• Develops tools to monitor and track progress towards meeting objectives and goals.</li> <li>• Advises team on methods to conduct research, gather and analyze data.</li> <li>• Maintains inventory of all required activities associated with the execution of Traditional Services projects.</li> <li>• Maintains a master plan schedule for program implementation.</li> <li>• Presents modifications to the master plan schedule to the Director of Strategic Development Services for approval.</li> <li>• Conducts regular sessions with Team Leaders and supervisors to ensure that their teams are receiving appropriate support with cultural and language information.</li> <li>• Determines budgetary requirements for the program and present to the Director of Strategic Development Services for review and approval.</li> <li>• Develops transition plans for the program and adjust plans and schedules as needed.</li> <li>• Ensures timely project reporting (status and final reports).</li> </ul>
<p><b>Performs other job-related duties as assigned, approaching each task with flexibility, clarity, and a supportive attitude.</b></p>	

ENVIRONMENTAL FACTORS	
<b>Environment:</b>	<ul style="list-style-type: none"> <li>• Regular work week, occasional flex required.</li> </ul>
<b>Stress Factor:</b>	<ul style="list-style-type: none"> <li>• Moderate stress with some periods of high stress.</li> </ul>
<b>Deadlines :</b>	<ul style="list-style-type: none"> <li>• Some tight deadlines (unplanned).</li> </ul>

COMMUNICATIONS	
<b>Team Work:</b>	<ul style="list-style-type: none"> <li>• Frequently requires a level of collaboration and cooperation to get work or projects complete.</li> </ul>
<b>Advising:</b>	<ul style="list-style-type: none"> <li>• Frequently provides information that must be understood and explained.</li> </ul>
<b>Training:</b>	<ul style="list-style-type: none"> <li>• Commonly provides training or giving information to stakeholders or clients.</li> </ul>
<b>Leadership:</b>	<ul style="list-style-type: none"> <li>• Frequently provides a high quality of leadership required in relation to internal and external partnerships.</li> </ul>
<b>Negotiations:</b>	<ul style="list-style-type: none"> <li>• Occasionally needs to negotiate internal or external agreements.</li> </ul>

ACCOUNTABILITY	
<ul style="list-style-type: none"> <li>• Provides services in a manner consistent with the terms and conditions of the employment agreement, personnel policy, standard operating procedures, and directives, ensuring transparency and consistency in all HR practices.</li> <li>• Fosters and maintain a positive image of KSCS by promoting a respectful and supportive environment for all employees and clients.</li> <li>• Serves as a positive role model, maintaining a lifestyle that reflects the values of respect, integrity, and professionalism.</li> <li>• Supervises employees with fairness, empathy, and efficiency, ensuring that staff receive the training and guidance outlined in their development plans to promote growth and well-being.</li> <li>• To foster a supportive and inclusive approach in P&amp;SS planning meetings with internal and external stakeholders that ensure a safe, respectful space for open communication and collaborative planning.</li> <li>• Provides professional and well-researched input in the development of the KSCS Prevention and Support front-line services from a community-driven and holistic perspective.</li> <li>• Ensures that Traditional Services are comprehensive, effective, and responsive to the needs of clients, prioritizing care and support in all processes.</li> <li>• Upholds confidentiality and privacy in all matters, ensuring trust and respect for employee's personal information</li> </ul>	

QUALIFICATIONS	
<b>Education and Experience required</b>	<ul style="list-style-type: none"> <li>• Bachelor's Degree in Applied Human Relations/ Social Work, or related field with one (1) to three (3) years experience.</li> <li>• Certificate/D.E.C. in related field with three (3) to five (5) years related work experience.</li> <li>• High School Diploma or equivalent with five (5) to seven (7) years related experience and/or training may be considered.</li> </ul>
<b>Skills and Requirements</b>	<ul style="list-style-type: none"> <li>• Strong knowledge of traditional of Haudenosaunee teachings and natural medicines.</li> <li>• Must be sensitive and open to traditional native concepts and be prepared to adapt services to reflect cultural differences.</li> <li>• Must have a good knowledge of the community issues, concerns and socio-economic problems facing the community.</li> <li>• Ability to organize projects using a Haudenosaunee approach.</li> <li>• Strong project management knowledge &amp; skills.</li> <li>• Experience in program development and planning.</li> <li>• Must have strong knowledge of clinical procedures and practises.</li> <li>• Strong time management.</li> <li>• Strong organizational skills.</li> <li>• Strong problem solving and analytical skills, focused decision making, open to challenges.</li> <li>• Strong conflict resolution skills to be able to manage and supervise staff.</li> <li>• Ability to craft articulate documents such as proposals, reports, briefs and correspondence.</li> <li>• Strong work ethics.</li> <li>• Ability to work in a team setting.</li> <li>• Intermediate knowledge of computer programs (Word, Excel, Outlook, Case Management Recording System, etc.).</li> <li>• Valid driver's license and access to a vehicle.</li> <li>• Available for flexible hours to participate in KSCS activities.</li> <li>• Lifestyle must reflect that of a positive role model.</li> </ul>
<b>Assets</b>	<ul style="list-style-type: none"> <li>• Youth Protection delegates letter.</li> <li>• Knowledge of statistics.</li> <li>• Knowledge of Kanien'keha.</li> </ul>

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**Immediate Supervisor**

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**Incumbent**

\_\_\_\_\_  
**Date**