

John Howard Society of Manitoba Inc. Job Posting

Position: Enhanced Indigenous Community Caseworker

Employment Type: F/T - 8 – 10 MONTH TERM POSITION (Covering Paternity Leave)

Salary: \$25.87

Hours: Monday – Friday (8:30 am – 4:30 pm)

Benefits: Generous benefits package after the successful completion of six months of employment

Tentative Start Date: As soon as possible

Position Summary

Reporting to the Residence Manager and in alignment with the mission, values, and principles of the John Howard Society of Manitoba, Inc. (JHSM), the Enhanced Indigenous Community Caseworker (EICC) is responsible for providing services to the program participants.

Minimum Employment Requirements

- Update cover letter and resume.
- Must be 18 years or older.
- CSIS clearance which will require fingerprints will be facilitated by the JHSM (Inc.)
- Clear Adult Abuse Registry Check
- Completed (minimum) Grade 12 education with a post-secondary degree or diploma in the related field or a suitable combination of experience and or training.
- Minimum of two years of experience providing outreach support to individuals in the community, with a focus on those who have a criminal history and may present volatile behaviors.
- NVCI (Non-Violent Crisis Intervention) certification or equivalent training in mediation, conflict resolution, or crisis management.
- Two applicable employment references and one character reference.

Experience Requirements

- Proven experience supporting adult males in securing community housing and accessing cultural programming.
- Experience working in social services or a related field, with a demonstrated ability to develop and deliver empathetic, practical, and supportive services.
- Experience in a dynamic outreach environment, including the application of risk management strategies.
- Certification in First Aid Level 1 – Emergency.
- Proficiency in Microsoft Office Suite, particularly Excel, along with strong administrative skills.
- Strong written and verbal communication skills, including the ability to effectively engage with individuals from diverse backgrounds.
- Demonstrated cultural competence and commitment to ongoing professional development through participation in relevant agency training.



- Familiarity with community resources, housing programs, and working with individuals in conflict with the law.
- Knowledge of risk management practices, particularly in relation to vulnerable populations.
- Must be eligible for Enhanced Security Clearance with Correctional Services Canada.

Required Attributes

- Exceptional written and verbal communication skills, demonstrating clarity, professionalism, and effectiveness in all interactions.
- Demonstrates a clear understanding of organizational goals and established boundaries.
- Exhibits a strong openness and commitment to continuous learning and professional development.
- Actively seeks and fosters collaborative opportunities to drive team success.
- Possesses exceptional interpersonal and communication skills, enabling effective engagement with diverse stakeholders.
- Proven ability to cultivate positive relationships, build trust, and influence outcomes.
- Highly self-motivated, with the ability to work independently while also thriving in a team-oriented environment.
- Proactive approach to identifying and resolving issues quickly and efficiently.

Summary of Duties and Responsibilities - Caseworker

- Provide direct support to the program participants by developing action plans, completing follow up, and tracking implementation related to the action plan.
- communication with the Four Healing Roads Lodge (FHRL) Residence Manager and the Case Management Team.
- work collaboratively with the FHRL team and provide respectful, holistic, supportive assistance to individuals within the program and agency by taking a positive, strength-based, conflict prevention approach.
- Build and maintain positive, focused relationships with participants, providing consistent support and guidance.
- Offer guidance to participants in accessing internal and external resources that align with their needs and goals.
- Communicate effectively with program teams, keeping all stakeholders informed of participants' progress and needs.
- Provide ongoing support to participants, offering advice, encouragement, and intervention where necessary.
- Ensure that participants understand and comply with program expectations, rules, and schedules.
- Monitor participants' progress, following up regularly to ensure goals are being met and adjusting support as necessary.
- Work collaboratively with other programs, staff, community groups, and external agencies to ensure comprehensive support for each participant.
- Develop individualized case plans and interventions, in collaboration with the participant, to address specific challenges.
- Address any participant issues or concerns promptly, with a focus on problem-solving and providing practical solutions.
- Actively contribute to team discussions, providing insights on participant progress and suggesting ways to improve the program.
- Demonstrate accountability and self-management in all aspects of the role.
- Maintain a high standard of work ethic, ensuring tasks are completed accurately, efficiently, and consistently.
- Exhibit strong time management skills, balancing multiple tasks and deadlines effectively.



- Remain adaptable and flexible, adjusting to changing priorities and participant needs.
- Display creativity and initiative in problem-solving and developing new strategies to support participants.
- Manage stress effectively, maintaining composure in challenging situations.
- Work effectively both independently and as part of a collaborative team, contributing to team success and cohesion.

Summary of Duties and Responsibilities - Administration

- Prepare, maintain, and submit required internal reports, files, and records in a timely and organized manner.
- Compile and track necessary documentation, ensuring compliance with program standards and reporting requirements.
- Provide accurate and timely internal reports to management, program teams, and external stakeholders as needed.
- Organize and maintain client files, ensuring all relevant information is properly documented, confidential, and up to date.
- Coordinate and liaise with other program staff and external agencies to ensure smooth communication and documentation flow.
- Contribute to the development of policies, procedures, and tools to enhance program operations and efficiency.
- Assist with tracking program metrics, case outcomes, and program evaluation data.

Reporting Relationship

- Reporting to the Residence Manager

Ideal Candidate

The ideal candidate for this position will have extensive experience working directly with First Nations, Indigenous, Inuit and Metis people who have been in conflict with the law. This candidate will also possess a strong understanding and knowledge of First Nations, Indigenous, Inuit and Metis culture, history, ceremonies and the current social and economic challenges facing these communities.

Our Commitment to Equal Opportunity Employment

The John Howard Society of Manitoba is committed to achieving employment equity for designated groups in our workforce.

We encourage all applicants to apply especially candidates who identify as First Nations, Indigenous, Inuit or Metis, visible minorities or persons with disabilities who meet the required qualifications.

Members of these communities are encouraged to self-declare in their cover letter or resume.



Must have before applying:

- An up-to-date (within 6 months) Adult Abuse Registry clearance.
- CSIS clearance which will require fingerprints will be facilitated by the JHSM (Inc.)

(Note: JHSM will reimburse the cost of the above checks with the original receipt if you are the successful candidate.)

Please email your cover letter and resume to Matt Sciangula at careers@johnhoward.mb.ca

The John Howard Society of Manitoba

