



# Ontario Federation of Indigenous Friendship Centres

## Job Description

Position Title:	FIELD SUPPORT		
Grade:	4	Created:	February 2015
Workgroup:	Programs	Approved:	October 15, 2015
Supervision:	Employed by the OFIFC, responsible to the policies and directions as determined by the Board of Directors and under the direct supervision of the Executive Director, or designate. Daily supervision is designated to the Program Manager.		

### **VISION**

#### **Primary Objective:**

To ensure the effectiveness and stability of programs within workgroup through effective liaison, program analysis and field support with local Friendship Centre/Delivery Sites

### **KNOWLEDGE**

#### **Core Competencies:**

- **Culture** - Takes personal responsibility to increase sensitivity, awareness and implementation of OFIFC's Neha (bundle) including foundational teachings and organisational practices in both professional conduct and work-related deliverables.
- **Accountability** - Takes personal ownership and responsibility for the quality and timeliness of work commitments.
- **Critical Thinking** - Applies systematic, logical reasoning when addressing problems or situations in order to arrive at an appropriate solution or outcome.
- **Building Relationships and Strategic Partnerships** - Builds, develops and sustains business relationships / strategic partnerships that are mutually beneficial, reciprocal and grounded in trust and respect. It is recognising we are all interdependent and working towards the common good of the organisation.
- **Results Orientation** - Accomplishes established goals, delivers the outcomes required and achieves the results. It includes the efficient and effective use of all resources (time, financial, people and technology).
- **Teamwork and Collaboration** - Works collaboratively with others and addresses conflict in a win-win productive manner. This includes a mindset of sharing with others whether it is knowledge, recognition, information and skills. Working towards a common purpose for the good of OFIFC and the communities of people it serves.
- **Communication** - Effectively delivers information in a transparent, honest and clear manner. It includes actively listening, comprehending and responding appropriately when interacting with people. It is about being respectful when expressing opinions and points of view.

**Technical Competencies:**

- Awareness of Indigenous Culture;
- Ability to collect, analyze and interpret qualitative and/or quantitative data
- Knowledge of database software systems
- Proven ability in program management with strong knowledge in culture based program design and evaluation
- Strong listening, oral and written communication skills

**Behavioural Competencies:**

- Analytical Thinking
- Accuracy and Attention to Detail
- Problem Solving/Analysis
- Planning and Organising
- Time Management

**Education/Work Experience:**

- Post-secondary education in Social Science, or related discipline combined with 3 – 5 years' experience in program management
- Minimum 1 year experience in data analysis
- Experience working within an Indigenous community

**REASON****Work Environment:**

Works in a safe and suitable office environment faced with simultaneous and tight deadlines.

**Working Hours:**

Works a flexible 40 hour work week. Travel to Friendship Centres/Delivery Sites on average 4 days per month for the purposes of orientation, support and integrated field visits. The job may require regular long distance and/or frequent local travel. Travel may be urgent and/or on short notice.

**ACTION****Scope:**

To provide program support, development and training ensuring workgroup programs, projects and initiatives are aligned with OFIFC's long-range strategic plan. Supports the Friendship Centres in orientation and integrated field visits.

**Key Contacts/Relationships:****Internal**

Primarily communicates with the program Manager, program workgroups, Researchers and Policy Analysts for the purposes of exchanging and sharing of information, integrating and collaborating.

**External**

Communicates with Friendship Centres/Delivery Sites, and Consultants for the purposes of sharing program information, reporting on program, providing feedback and collaborating. Relationships with Traditional Resource People and Advisors, Elders,

Healers for delivery of culturally appropriate healing practices.

**Key Responsibilities:**

Program Support (60%):

- Delivers and participates in Field Visits as per established policies and procedures;
- Ensures programs are grounded in culture based activities based on Indigenous principles and practices both provincially and locally;
- Develops, through regular contact, an analysis of general programming requirements at the Friendship Centre/Delivery Sites, developing related recommendations and submitting same;
- Assists program sites in developing appropriate local level partnerships that will support the further development of services within area specialisation in their community;
- Provides orientation and on-the-job training to workers within Friendship Centres/Delivery Sites to develop and enhance job performance skills and abilities;
- Provides resources to ensure that cultural knowledge and practices are maintained within the Friendship Centres;

Program Development (35%):

- Gathers, classifies and assesses data within area specialisation – specifically urban Indigenous people;
- Collects, collates and analyses the information received to identify emerging issues and needs in programs within area specialisation;
- Participates in the maintenance of the workgroup databases;
- Maintains an accurate overview and analysis of the stability, development and needs of the existing programs and responding appropriately;
- Provides program review analysis at provincial level and new program establishment and implementation;
- Liaises on a regular basis with the delivery mechanisms to ensure that all program reports are received in a timely manner;

Other (5%):

- Collaborates with Research and Policy on projects from the perspective of program development;
- Maintains and upgrades professional skills;
- Promotes a healthy, safe work environment; and
- Performs other duties, related to the position, as assigned by the Executive Director or designate.

By signing this document, I acknowledge that I have read, understand and agree to the above description related to my position at the Ontario Federation of Indigenous Friendship Centres (OFIFC).

Employee's Name:		
Employee's Signature:	Date:	