



# Nova Scotia Native Women's Association

## JOB DESCRIPTION

**JOB TITLE:** Client Support Worker

**REPORTS TO:** Director of The Jane Paul Indigenous Women's Resource Centre (JPC)

**POSITION OVERVIEW:** The Client Support Worker will be responsible for working with the JPC staff to support and facilitate programming.

### **RESPONSIBILITIES/DUTIES:**

- Be on site for programming activities and team meetings.
- Support security and cleaning routines specific to programming.
- Implement onsite covid protocols.
- Perform reminder phone calls to clients who are scheduled to attend programming.
- Perform other outreach activities including preparing client mail-outs, designing and preparing flyers, posters and other outreach material and distributing these as necessary.
- Meet with JPC staff to review security and safety routines at program sites.
- Support JPC staff in preparing and transporting materials and resources for programming.
- Open and set up rooms at various programming locations.
- Set out nametags, volunteer log sheets and resources for programming, ensuring they are securely stored.
- Ensure admission is restricted to clients of the JPC.
- Supervise clients leaving the building promptly and safely.
- Ensure JPC staff are up to date on any client, volunteer, program and site issues.
- Conduct administrative tasks in relation to position responsibilities (record client contacts, update contact information, organize programming supplies, etc.).
- Participate in other NSNWA and JPC programming activities when required.
- Record attendance and absence.
- Organize volunteers as needed.
- Organize meals and snacks.
- Participating in program planning.
- Supporting and facilitating the participation of clients in all activities.
- Being responsive to client's temperament and needs.
- Being a role model.
- Welcoming and supporting clients.
- Follow all policies and procedures as required
- Ability to manage stress, including creating and implementing a self care plan.
- Be honest, trustworthy, respectful, empathic, motivating, reliable, enthusiastic, and flexible.
- Strong social skills with the ability to operate with diplomacy, tact, and empathy.

- Demonstrate sound work ethics.
- Other related duties as requested.

## QUALIFICATIONS

- 2 years related experience.
- Demonstrated knowledge sensitivity and awareness of the history culture and unique needs of Indigenous people.
- Understanding and empathetic to Indigenous people affected by Human Trafficking and its impacts.
- Ability to effectively communicate in both oral and written form paying attention to details and accuracy.
- Knowledge of Indigenous communities and organizations in Nova Scotia and the services they provide, both on and off reserve.
- Strong computer literacy skills including experience working with Word, Excel and video communications such as Teams etc. and other office equipment.
- Strong time management, organizational skills, including the ability to efficiently prioritize and manage multiple tasks.
- Ability to manage complex and highly confidential information and maintain strict confidentiality.
- Ability to proactively identify issues, adapt and recommend suitable solutions.
- Ability to work independently with minimal supervision and be a team player.
- Criminal Record Check, Vulnerable Sector and Child Abuse Registry.

Resumes can be submitted to:

[humanresources@nsnwa.net](mailto:humanresources@nsnwa.net)