



KTUNAXA
NATION

We invite you to apply for the position of...

Client Services Worker

Cranbrook, BC

Full-Time – Permanent

The Ktunaxa Nation is characterized by the spirit of courage, initiative, innovation, perseverance, and leadership that it has brought to the work of preserving and protecting both the past and the future of its people. This has been accomplished through the exceptional commitment and vision of its human resources. It is therefore expected that employees who represent the Ktunaxa Nation will be committed to honouring the spirit of the Nation's work by putting their best into all that they do and by conducting themselves at all times ethically, professionally, and respectfully.

The Ktunaxa Nation Council has an opportunity for Client Services Worker in Cranbrook BC. Reporting to the Director of Education and Employment, the opportunity is suited for someone who enjoys supporting people to achieve their goals, presenting to groups, and managing multiple priorities simultaneously, contributing to positive outcomes for the Nation as a whole.

Key Responsibilities:

The Client Services Worker provides direct employment support to Ktunaxa Citizens, communities, and clients we serve. This position is critical in supporting an environment in which human capacity can grow, develop and strengthen. Practicing from a holistic, client-centered model, the Client Service Worker must have exceptional relational skills and a diverse professional skillset to meet each client's unique needs. The Client Services Worker will support all employment programs, contracts, and projects in collaboration with other Sector staff, at times taking responsibility to lead specific work and ensure deliverables are met.

Specific duties of the Client Service Worker may include:

- Support clients through coaching, motivating and mentoring to seek, secure, and maintain meaningful and sustainable employment;
- Work with clients to problem-solve for solutions;
- Be empathetic, understanding and patient to set goals, and overcome barriers and obstacles to achieve their goals and aspirations;
- Look for solutions-based outcomes;
- Crisis management and diffuse confrontation and stressful situations;
- Maintain confidentiality to build trust, maintain professionalism, and ensure personal information is protected and security standards are adhered to;
- Support all of the various contracts and priorities of the Sector fully and ensure program deliverables are being met;
- Create and link clients to employment opportunities that will lead to long-term careers;
- Support the cooperation and collaboration to complement work at both Community and Nation levels;

- Plan, develop, and facilitate programming for youth and adult learners, group workshops, focus groups, and Stakeholder meetings.

Key Requirements:

- Bachelor's Degree in Social Sciences, Human Resources, or related field; or 2 year Diploma in Human Service Work or related field; or a combination of education and experience working in Employment Counselling or a closely related field may be considered
- 3-5 years experience working in Employment counselling or a closely related field
- Interviewing, coaching, motivation and mentoring experience
- Exceptional written and oral communication skills, and ability to facilitate training to a small group of diverse learners
- Strong interpersonal skills
- Ability to manage multiple tasks simultaneously with accuracy and consistency
- Work effectively independently and as a team member with minimal supervision
- Knowledge of the Ktunaxa Nation and culture as well as experience workin in a First Nations environment
- Possess a Driver's License, reliable transportation and be willing to ocommute within the Ktunaxa Traditional Territory
- Must undergo an acceptable criminal records check, especially in regards to working with youth and vulnerable adults.

The Ktunaxa Nation Council is committed to providing and maintaining a safe and healthy work environment for all Employees and the People, Communities, and Bands that we serve.

Proof of Covid Vaccination is required as per the KNC Vaccination Policy.

Ktunaxa candidates are encouraged to apply. All qualified candidates will be reviewed, however preference will be given to Aboriginal applicants.

How to apply:

Please email a cover letter and resume to KNC-HR@ktunaxa.org

*The closing date for this opportunity is **January 28, 2024.***

We thank all applicants for their interest. However, only those selected for interviews will be contacted.