



KTUNAXA NATION

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

CLIENT SERVICES WORKER

EDUCATION & EMPLOYMENT SECTOR

PERMANENT POSITION - FULL TIME

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.

POSITION SUMMARY:

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. Practising from a holistic, client-centred model, the Client Services Worker must have exceptional relational skills and a diverse professional skill set 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.

DUTIES AND RESPONSIBILITIES:

- Support clients through coaching, motivating and mentoring
- 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 solution-based outcomes
- Crisis management and diffuse confrontation and stressful situations
- Support client's to seek, secure and maintain meaningful and sustainable employment
- Confidentiality is crucial to build trust, maintain professionalism and ensure personal information is protected and security standards are adhered to
- Support the ISETS, Bladerunner and Work BC Contracts
- Act as a representative for the Education and Employment Sector, as required
- Initiate, support and maintain formal and informal relationships and partnerships as directed
- Negotiate and mediate with clients, employers and partners to achieve win-win solutions and initiatives
- 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
- Handle conflicting situations in a professional, respectful manner

QUALIFICATIONS

Academic Preparation

- Grade 12 diploma and certificate in Employment Counselling or Human Service are preferred; however, a combination of education and experience working in Employment Counselling or a closely related field will be considered.

Experience

- 3-5 years experience working in Employment Counselling or a closely related field
- Interviewing, coaching, motivation and mentoring experience
- Knowledge of the Ktunaxa Nation and culture as well as experience working in a First Nations environment
- Previous experience working with First Nation clients and communities Possess a valid BC Driver's License, reliable transportation and be willing to commute within the Ktunaxa Traditional Territory
- Must undergo an acceptable criminal records check, especially in regards to working with youth.

Expertise

- Strong written and oral communication skills
- Strong interpersonal skills
- Ability to manage multiple tasks simultaneously with accuracy and consistency
- Strong time management and organizational skills
- Ability to handle confrontation and diffuse stressful situations
- Ability to lead and be lead, working collaboratively in a team
- Work effectively independently and as a team member and with minimal supervision
- Proficiency in using Microsoft Office, especially Excel and Word

Education & Employment Sector Mission:

We are Ktunaxa Citizen-Centered, working creatively and strategically with ʔaq̓smakni̓k, in ʔamaʔkis Ktunaxa, to support and empower Indigenous people in reaching their full potential, achieving self-sufficiency and overall desired quality of life

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. Successful candidates must be fully vaccinated against infection by COVID-19. Candidates who are unable to be vaccinated due to a personal characteristic protected under applicable human rights legislation may request to be exempt from this requirement.

Internal Ktunaxa staff and Ktunaxa people are encouraged to apply; support to apply for this position can be accessed through the Education and Employment Sector Service Center. Ktunaxa Applicants are encouraged to apply for this position regardless of experience or qualifications as on-the-job training may be considered.

Come with your willingness to learn!

Please submit your cover letter and resume
Telling us what attracts you to the position, and how your experiences relate.

Human Resources
Ktunaxa Nation Council
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Cranbrook, BC V1C 7E5
KNC-HR@ktunaxa.org
Fax: (250) 489-2438

CLOSING DATE: Open until filled

We thank those who apply; however, only those selected for an interview will be contacted.