

## ʔakisq̓nuk First Nation

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***This position description describes the principal duties and responsibilities of this position and does not imply that they are the only duties and responsibilities to be performed.***

**POSITION TITLE: Member Services Director**

**DATE: August 2021**

**REPORTING TO: Senior Administrative Officer**

### **OVERVIEW**

ʔAkisq̓nuk First Nation ("AFN") is a member Community of the Ktunaxa Nation. The AFN Administration exists for the Community. The AFN Administration is comprised of different departments unified by our Vision, Mission, and Values. As a team the AFN departments work together to achieve our goals and objectives as set out in our long-and short-term strategic plans. The broad areas of the departmental responsibilities include Education, Recreation, Community Health and Wellness Services, Emergency Response Planning & Coordination, Community Safety, Indian Registry, Wills & Estates, Culture and Language programs and Social Development.

This position holds a significant responsibility for building the ʔAkisq̓nuk First Nation's human capital. Challenges of historic trauma and colonization add to the complexity of this role and the work to build human capacity; physically, mentally, emotionally, and spiritually.

### **ʔAkisq̓nuk First Nation Vision Statement**

Strong, healthy citizens and communities speaking our Languages and celebrating who we are and our history in our ancestral homelands, working together, managing our lands and resources as a self-sufficient, self-governing Nation.

### **ʔAkisq̓nuk First Nation Mission Statement**

Through sound, responsible leadership, we will promote the well-being and economic self-reliance of our people by encouraging and fostering education and sustainable employment.

### **ʔAkisq̓nuk Values**

**The Natural Spirit of our Lands:** Our Land is the most important gift that we borrow from the future. Therefore, we make all efforts to manage our lands in ways that preserve our spirit, the natural environment and wildlife

**Our Language and Culture:** ʔAkisq̓nuk First Nation cherishes a unique culture and a language that is at the heart of all community discussions. Therefore, we strive to preserve our language and culture to encourage future generations to not only learn but preserve our history.

**Family:** Family is the most important social unit within our community. Therefore, we stand together to support our families.

## **Position Summary**

Member Services Department Director is responsible for receiving direction from the Senior Administrative Officer and Chief and Council, in turn, providing the organizational leadership, direction and overall management of ʔAkisq̓nuk First Nation health and wellness, education, and traditional knowledge resources and programs to include: policy development and administration, the development and management of formal plans, strategies, goals, programs and services, the administration of department agreements and contracts, and the overall valuation and monitoring of department resources (intellectual, financial, human, technical and capital).

The Director will collaborate with the other departments, especially in those matters where collaboration and cooperation support your departments' goals and outcomes.

The director will also maintain a relationship with the Ktunaxa Nation, other Ktunaxa Communities and external funding agencies and service delivery bodies as relevant to this department. In addition, the Director coordinates the building of department capacity in preparing to implement the additional responsibilities in line with the long-term AFN strategic plans.

## **Duties and Responsibilities**

*This position description describes the principal duties and responsibilities of this position and does not imply that they are the only duties and responsibilities to be performed.*

## **Leadership**

- Establish relevant standards related to ʔAkisq̓nuk Member Services department.
- Provides leadership, direction and support in the planning, development and management of the AFN Member Services department.

## **Committees**

- Coordinates the activities of appropriate Member Services department committees, assigned by AFN Council.
- Assists the AFN Member Services department Committees Chair(s) in the orientation of new committee members.

## **Strategic Planning**

- Participates in Community and department specific strategic planning processes and the development and implementation of integrated department work plans.
- Oversees development of staff work plans and their alignment with broader strategic and operating plans.
- Plans for community development and growth of the ʔAkisq̓nuk First Nation, in cooperation with other departments.

## **Programming and Resources**

- Provide leadership, technical advice and support in the development and delivery of health, wellness, education, recreational and traditional cultural programs.

## **Human Resource Management**

- Direct, guide, coach, mentor AFN Member Services employees.
- Assists AFN in Advocating for our members with outside partners and Governing bodies.

## **Financial Management**

- Prepares annual operating budget for the department, adhering to established policies and guidelines.
- Directs and oversees the development and submission of relevant applications proposals for funding and approves proposals for funding.
- Oversees and monitors the administration of funding agreements.
- Provides financial reports to funding organizations.
- Manages the development of relevant programs and projects, operating and capital budgets and ensures that budgets are managed, administered and reported on as approved.
- Monitors, tracks, and reconciles expenditures to approved budget, identifying variances.
- Ensures all external reporting requirements are submitted on time.
- Make recommendations on the development and management of appropriate financial controls specific to unique elements of the department.

## **Communication, Public Relations and Networking**

- Acts as the department representative with Council, relevant contractors, government departments, private sector and other First Nations and aboriginal organizations as appropriate and authorized.

## **Evaluation**

- Oversee regular reviews of department committees, and programs.
- Evaluate overall effectiveness and capacity of department to achieve goals and develop and implement measures for improvement, where required.
- Evaluate effectiveness of resource use and mechanisms of allocating funding to programs and services and makes recommendations for improvement, where required.

## **Position Qualifications**

- Degree in Human Services, Social Work, Education, or other discipline relevant to the position.
- 5 + years of experience in Senior Management with a demonstrated ability to plan, implement, monitor, manage and evaluate projects, programs, contracts, human and financial resources.
- Minimum of 5 years experience in directing, guiding, mentoring and developing staff.

## **CRITICAL SUCCESS FACTORS**

The core of our business is serving the AFN Community. Therefore, anyone who joins the organization should understand AFN and the Ktunaxa Nation. This understanding can be gained from being a member of the AFN Community and/or the Ktunaxa Nation, or from working with the Community and/or the Nation. If a person looking to join the AFN Organization does not currently possess this understanding of the Community or Nation, they must demonstrate a genuine interest to learn more to gain a greater understanding.