

The Wiikwemkoong Child and Family **Services on** is seeking a Supervisor-Information and Referral Specialist. Wiikwemkoong Unceded Territory (WUT), following the principals and ethics of Wiikwemkoong's Gchi Naaknigewin, Wiikwemkoong's Children's Bill of Rights and Wiikwemkoong Community Standards. The Supervisor – Information and Referral Specialist will lead and oversee the Information and Referral Specialists ensuring a high-quality service for members of the Wiikwemkoong Unceded Territory members. The Supervisor-Information and Referral Specialist will report to the Director of Child and Family Services.

## **RESPONSIBILITIES**

- Provide mentorship, guidance, and support to Information & Referral Specialists.
- Foster a culturally safe, inclusive, and respectful work environment.
- Conduct performance evaluations and support staff development.
- Model organizational values and commitment to children and families.
- Set goals and identify resources to support effective service delivery.
- Oversee daily operations of the Information & Referral Services program.
- Ensure compliance with program guidelines and relevant legislation.
- Monitor service outcomes and report on key indicators.
- Facilitate regular team meetings and coordinate with internal and external partners.
- Ensure consistent service flow from intake to discharge.
- Liaise regularly with Band Representatives, program staff, and external agencies.
- Complete referrals as required.
- Build strong relationships with community agencies, families, and partners.
- Assist in developing orientation and public relations materials.
- Represent the program at community meetings and forums.
- Provide services rooted in Anishinaabe culture, traditions, and values.
- Follow community protocols when engaging with families.
- Participate in cultural training and professional development.
- Serve as a respectful role model in the community, reflecting the Seven Grandfather Teachings.
- Support program planning by helping develop annual goals and objectives.
- Utilize case management software effectively.
- Follow program policies, procedures, and reporting requirements.
- Maintain timely and accurate service, wellness, financial, and case documentation within the case management software.

## **REQUIREMENTS**

- Bachelor of Social Work Degree or relevant Human Services Degree preferred.
- Three years direct management and administration experience.
- An equivalent combination of education and experience may be considered.
- Ability to speak and understand Anishinaabemowin.
- Must possess a valid driver's license and have access to a vehicle.
- Must successfully pass a Criminal Reference Check.
- Two years' direct experience in a social services field preferably from working in a First Nation Community.
- Experience working with Indigenous people, organizations and First Nation Communities.
- Must be computer literate in Microsoft applications.
- Must have the ability to operate basic office equipment (photocopier, computer, laptops, etc.)

- Must have demonstrated experience in the ability to organize and prioritize multiple tasks and projects to meet deadlines.
- Must have demonstrated leadership skills and techniques.
- Must have strong organizational skills.
- Must have excellent communication skills; both verbally and written.
- Must be self-driven and motivated.
- Ability to work in a fast-paced environment.
- Must be aware of community history and demographic issues and have an awareness of social issues.
- Must have an operational understanding of the Anishinaabemowin language.

Salary: 93,897 Grade 9, Step 1

Location: (On-site)

**Posting: February 3<sup>rd</sup> 2026**

**Closing Date: February 20<sup>th</sup>, 2026**

Interested applicants are asked to submit a letter of application, current resume, copies of applicable diplomas or certificates and contact information from three work-related references, including most recent Supervisor.

**Confidential: Supervisor-Information and Referral Specialist**

Box 112, 19A Complex Drive, Wiikwemkoong Unceded Territory

[erc@wiikwemkoong.ca](mailto:erc@wiikwemkoong.ca)

Note: Incomplete packages and late submissions will not be reviewed. Please submit copies as there is no return of submissions. We thank all those that apply but only those selected for an interview will be contacted.