



# Southeast Resource Development Council Corp.

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## **Regional STAR Peer Support and Training Officer**

Southeast Resource Development Council Corporation (SERDC) Health Services is seeking a motivated, experienced, and energetic individual for our organization to fill the role of Nursing Administrative Assistant.

SERDC Health is accredited by the Canadian Accreditation Council to provide exceptional 2<sup>nd</sup> level services to eight or more First Nation Communities in Manitoba. We are community-focused, community driven, and seeking enthused individuals to make a difference in First Nations Health.

Reporting to the Tribal Nursing Officer, the Regional STAR Peer Support and Training Officer is responsible for the planning, development, administration, management, implementation, and evaluation of all aspects of programming, services and activities/initiatives pertaining to the Manitoba Regional STAR programs.

The Regional STAR Peer Support and Training Officer will be responsible to coordinate and carry out peer monitoring of all STAR sites throughout Manitoba. Working with STAR managers, the Regional STAR Peer Support and Training Officer will strive to uphold STAR Standards, accurate data collection and documentation processes are implemented, and to support and advocate for the work of STAR. The Regional STAR Peer Support and Training Officer will work in consultation, as required, with the Manitoba First Nation Child Development Advisory (MFNCDA) group as well as other service providers and governing bodies.

Peer support is essentially a quality assurance assessment process that examines a number of program delivery elements utilizing consistent measurement tools and protocols yet maintains enough flexibility to allow for community variation via incorporation of individual or community cultural strengths. The Regional STAR Peer Support and Training Officer will also advocate on the program's behalf to resolve administrative issues and reviewing program challenges.

The Regional STAR Peer Support and Training Officer will also plan and deliver STAR training as identified by the MFNCDA and STAR staff.

### **Duties and responsibilities**

The Regional STAR Peer Support and Training Officer will visit each STAR site in Manitoba at least three times a year, or more as necessary. The purpose of these visits is to provide on-going support to the STAR managers so they can provide the best possible programming to their at-risk clients and ensure that each STAR site is striving to meet the STAR Standards.

Site visits will also include:

- Client assessment audits biannually
- Goal setting audits biannually to ensure goals are attainable
- Shadowing:
  - Annual shadowing the clinician conducting a STAR Intake or Yearly Check-In (annual assessment)
  - Biannual shadowing of a STAR manager conducting a reflective supervision session
  - Annual shadowing of at least one home visit/client-mentor interaction at each program site

**Other duties include:**

- Providing in-depth program support to each STAR site to employ strength-based philosophy highlighting all that is being done well by the program and to provide meaningful feedback on how the program can rise to some of their challenges.
- Utilize the FNIHB Service Delivery Review when conducting and documenting STAR site visits. A report will be provided back to the community and reviewed upon each visit to the community.
- Ensure a consistent and thorough review and documentation of STAR Program delivery at the various sites. Documentation will be consistent with the strength-based philosophy of the program and highlight program successes as well as potential solutions to identified challenges.
- Working with/as workshop training facilitator(s) to ensure excellence in programming and delivery
- Coordinating efforts to meet the STAR site mandates, goals, objectives, activities and initiatives set forth within established work plans and budgets;
- Participating in the recruitment, selection, appraisal and development of STAR staff;
- Face-to-face, telephone, fax, email and regular mail contact with the 6 Manitoba First Nation STAR Programs, professional and support staff, STAR site member First Nations and affiliated representative organizations, federal and provincial government officials, professional organizations and the general public;
- Preparing briefs, backgrounders, recommendations, while ensuring all reporting is completed as required;
- During an emergency epidemic/pandemic situation, job duties will be reviewed and reassigned accordingly;
- All other related duties assigned by your supervisor and the Leadership of SERDC.
- Maintain program statistics for purposes of evaluation and research;
- Attending meetings as required;
- Keeping abreast of STAR site activities;
- Adhering to all policies;
- During an emergency epidemic/pandemic situation, job duties will be reviewed and reassigned accordingly;
- All other related duties assigned by your supervisor and the Leadership of SERDC;
- Ensure OCAP principles are followed.

## Qualifications/Skills

- Completion of a college or university program in a health-related discipline – preferably in Social Work, Nursing, or Education and/or combination of relevant work experience at a minimum of 5 years.
- Experience working in the First Nations' community health field;
- Knowledge of the issues and challenges in First Nations Health Management;
- Knowledge of the structure and operations of the First Nations and Inuit Health Branch (FNIHB) of Health Canada and other Federal/Provincial departments and programs;
- Demonstrated ability to develop timely, sensitive analyses in complex and rapidly changing environment;
- Ability to plan, budget, and develop, implement and evaluate projects and strategies relating to the management of health issues;
- Ability to solve complex problems base on highly developed organizational skills and knowledge or all available resources.
- Excellent research and writing skills;
- Must have a valid driver's license, a vehicle and be willing to travel extensively within Manitoba.
- **ASSET:** Ability to speak a Manitoban Indigenous language (Cree or Objive desired)

## Personal Attributes

- Honest and trustworthy
- Respectful
- Possess cultural awareness and sensitivity
- Flexible
- Demonstrate sound work ethics
- Enjoy coordinating information and directing the work of others, negotiating with members of governing boards and senior managers, and developing and implementing plans

This position is subject to a Criminal Record Check (including Vulnerable Sector Search) and an Abuse Registry Check.

## Working conditions

Although Regional STAR Peer Support and Training Officer works in an office environment most of the time, they do not always work standard office hours. Their hours of work often extend beyond an eight-hour day to attend meetings, complete major tasks, and travel. As such, the Regional STAR Peer Support and Training Officer must:

- Be able to lift 50 lbs.
- Work in an office environment
- Work a standard work week
- Work overtime
- Travel extensively by vehicle and small aircraft to remote and northern First Nation communities in Manitoba

## Physical requirements

Ability to lift at least 50lbs and travel - by all forms of transportation, to remote and northern First Nation communities in MB.

### **We offer:**

SERDC recognizes the importance of building an exemplary service delivery organization that is equal, inclusive and reflective of the population it serves. Preference will be given to qualified SERDC or First Nation members who voluntarily self-declare in their application.

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This is a Full-Time position located in our Winnipeg office and First Nation communities in southern Manitoba. We thank all applicants for their interest in this position, however only those selected for interviews will be contacted.

Deadline for application: **Open until filled**

Please send current resume in confidence to:

Director of Human Resources  
6<sup>th</sup> Floor – 360 Broadway Avenue  
Winnipeg, MB R3C 0T6  
Email: [employment@serdc.mb.ca](mailto:employment@serdc.mb.ca)  
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