



MOHAWKS OF THE BAY OF QUINTE

KENHTÈ:KE KANYEN'KEHÁ:KA

HUMAN RESOURCES, ADMINISTRATION OFFICE
24 Meadow Drive, Tyendinaga Mohawk Territory, ON K0K 1X0
Phone 613-396-3424 Fax 613-396-3627
Website: www.mbq-tmt.org

EMPLOYMENT OPPORTUNITY

Position Title: Caseworker - New Position (Multiple Available – Various Shifts)

Posting Type: Internal/External

Program: Red Cedars Shelter

Location: Red Cedars Shelter, Tyendinaga Mohawk Territory, ON

Position Type: Full Time or Part Time (Day/Afternoon/Night or Weekend Shifts)

Duration: Permanent Position

Posting Closes/Deadline: May 31, 2026, at 11:59 p.m.

Tentative Interview Dates: TBD

Salary Range: Pay Grade Level H-3 (*Salary range \$32.42 - \$33.73*)

About Us:

Mohawks of the Bay of Quinte (MBQ) is a vibrant First Nation community located on the beautiful shores of the Bay of Quinte. We are located approximately 20 minutes from Belleville, ON and centrally located between Toronto and Ottawa. There are approximately 11,000 registered members with approximately 2200 residing in Tyendinaga. MBQ is an employer that prides itself on diversity and fairness, providing a progressive working environment that fosters culture, positivity, and growth.

Position Summary:

At the direction of and in collaboration with Red Cedars Management Team, the Red Cedars Caseworker carries the responsibility for providing case management services to victims of domestic violence.

The Caseworker will adhere to confidentiality policies and procedures. Caseworkers will provide crisis support, information, and education within a safe shelter environment for women and children who are experiencing abuse and / or violence. Within the shelter setting, responsibilities include, but not limited to, answering the crisis telephone lines, providing assessments, completing intakes / discharges / safety plans, offering referrals, 1:1 session, facilitating groups and workshops.

Caseworkers work collaboratively with the Red Cedars Team and community agencies to facilitate the delivery of services and provide domestic violence information, education, advocacy, and referrals to outside agencies to empower clients to make decisions and choices that will promote their own safety and the safety of dependents. They are responsible for always ensuring the positive promotion and representation of Red Cedars.

The Caseworker will work independently with shelter clients while contributing effectively as a team member. The Caseworker will have the ability to work all shifts within the 24 / 7 schedule, which include evenings, weekends, holidays as needed / designated. They will also support the on-call rotation (FT - Days/Afternoon/Nights or PT - Weekends)

Reporting:

This position will report to the Red Cedars Manager, and program Managers for the day-to-day operations.

Summary of Main Responsibilities:

- ☞ Completing client assessments, intake and determining eligibility for RCS services Maintaining strict adherence to all security measures and confidentiality of information for the safety and security of all residents
 - Performing responsibilities per policies/procedures. Using assessment tools, on a crisis call or in-person, obtain client history, current situation, and safety concerns. Completing day Assessments as required. Determining appropriate services. Completing safety plans and risk assessment. Assess clients' goals and needs.
- ☞ Complete and support a Client Service Plan with each client leading a health and safety culture
 - Providing non-judgmental support. Help them express feelings, experiences, trauma or violence. Support navigating challenges, such as homelessness, mental health issues, substance abuse and make appropriate referrals. Providing individualized emotional support, information, and education regarding abuse, and cultural awareness through teachings. Assist in locating and utilizing community resources including legal, medical, financial assistance, housing, employment, transportation, day care and other services. Advocating on their behalf, including off-site meetings. Completing weekly 1:1's and facilitating weekly in-house groups. Meet to assess their progress, give support and discuss any difficulties or problems. Facilitate life skills and abuse awareness/education workshops, and self-care programs. Collaborating with TSW regarding housing support.
- ☞ Completion of services
 - Completing a safety plan reflective of the current client situation. With valid Consent for Request and Release of Confidential Information, collaborate with other agencies involved with clients to provide information to support their goals. Support the client to notify changes in shelter services to social assistance program. Completing discharge in WISH and completing corresponding documentation. Providing non-judgmental support to clients, helping them express their feelings and experience, including trauma or violence.
- ☞ Responsible for ensuring client safety and security
 - Following all developed policies, procedures, and protocols as directed by RC management team. Adhering strictly to the legal and ethical implications of confidentiality. Observing security networks and regular security walks within the building. Completing individualized safety plans with each client. Completing weekly maintenance and room checks. Ensuring that the shelter rules are adhered to. Making decisions independently or as a Team Member to implement Policies and Procedures.
- ☞ Adhering to health and safety
 - Completing required Health & Safety training. Adhering to all Health and Safety policies and procedures. Following all guidelines as legislated under the Ontario Occupational Health and Safety Act. Completing scheduled weekly and monthly Health and Safety checks. Complete Incident Reports, and Health and Safety reports. Supporting the general cleanliness and upkeep of the building and grounds by cutting grass, shoveling snow, and other light janitorial and maintenance tasks as assigned. Facilitating weekly in-house meetings with clients that include review of client handbook and health & safety policies
- ☞ Administrative functions
 - Actively represents and advocates for Red Cedars at community events, committee meetings, and during collaborative meetings. Provide regular updates from meetings to management. Maintain program statistics for purposes of evaluation and research. Facilitate / co-facilitate groups, workshops, and information sessions. Actively participate during daily shift changes. Supports the on-call coverage rotation, 24 / 7 of which includes evenings, weekends, holidays as need / designated / directed by management team. Provide coverage for coworkers as needed. May be required to stay and over the following shift in case of emergency, inclement weather, if next shift

relief does not report to work, or if unable to find coverage. Participates in monthly supervision meetings with management team. W.I.S.H documentation and client paperwork completed in a timely manner. Actively participate in monthly team meetings. Document case history, prepare reports, and maintain accurate records. Assist with training of new staff, volunteers, and students as requested by management team.

- ☞ Actively engaged with community, and personal development
 - Complete personal wellness plan and review with management team. Maintain professional, respectful, discreet, and diplomatic internal relations between staff, service providers as well as community members and partners. Develop and maintain a respectful and cooperative working relationship with MBQ Community members, MBQ staff, external organizations and agencies. Promotes the revitalization of Mohawk language and culture. Shares in the care and responsibility for traditional medicines and bundle items as per protocol. Actively attend and participate in Kenhtè:ke cultural training and or activities offered. Collaborates as part of the RC team for the best interest of clients, and their families.
- ☞ Other duties as assigned

Requirements:

- ☞ Post-Secondary Diploma in Social Services or another related discipline
- ☞ Membership Eligibility into the OCSWSSW is an asset
- ☞ Minimum two years experience in crisis intervention and advocacy work
- ☞ Courses in women's studies & women's health are assets
- ☞ Experience in a First Nations setting preferred
- ☞ A combination of education, experience and training may be considered
- ☞ Clean VSC (must provide and maintain)
- ☞ First Aid and CPR (must be willing to take/maintain certification)
- ☞ Valid Driver's License and Clean Abstract (must provide and maintain)

Knowledge, Skills, and Abilities:

- ☞ Must have working knowledge of issues impacting the Mohawks of the Bay of Quinte community
- ☞ Knowledge and understanding of domestic violence and the impacts of abuse
- ☞ Knowledge of Indigenous traditional healing methods
- ☞ Knowledge of local community resources on the Tyendinaga Mohawk Territory, as well as surrounding areas.
- ☞ Written and oral communication skills
- ☞ Proficiency in Microsoft Office (Word, Excel, PowerPoint, Teams, Access)
- ☞ Crisis Intervention Skills
- ☞ Interpersonal and Public Relations Skills
- ☞ Probability and decision-making skills
- ☞ Organizational, prioritization, and presentation skills
- ☞ Self-manage and meet deadlines
- ☞ Work independently or as a team member
- ☞ Analyze and think critically to assess an issue
- ☞ Ability to work with disadvantaged and challenging adults in a diverse environment
- ☞ Ability to perform under stressful conditions
- ☞ Attention to detail and high level of accuracy
- ☞ Work flexible and extended hours and travel occasionally

Behavioural Competencies:

- ☞ Empathetic and Non-judgmental
- ☞ Honest and trustworthy.
- ☞ Maintain strict confidentiality.
- ☞ Respectful of others and possess cultural sensitivity
- ☞ Understands and maintains clientele / worker boundaries
- ☞ Display professional demeanor and be approachable
- ☞ Demonstrate sound work ethics

Application Process:

If you are interested in this opportunity and possess the above list of qualities and requirements, please forward your resume and cover letter via mail, email, fax or in person to:

By Mail: Mohawks of the Bay of Quinte
24 Meadow Drive
Deseronto, ON K0K 1X0
ATTN: Careers

By Fax: 613-396-3627

By Email: careers@mbq-tmt.org

For more information or a detailed job description, please contact Human Resources at (telephone) 613-396-3424 or (email) careers@mbq-tmt.org

To find out more about Mohawks of the Bay of Quinte, please visit our website at www.mbq-tmt.org

- *Internal Postings are for members of MBQ or active employees only (please advise/declare in your email and/or cover letter)*
- *The tentative interview date(s) are subject to change and are posted for planning purposes only*
- *MBQ is grateful for all who show interest in joining our team and take the time to apply, however, only those chosen for an interview will be contacted*
- *Late applications will not be considered*
- *MBQ is an equal opportunity employer, as well, MBQ references Canada's Aboriginal Employment Preferences Policy*
- *Must legally be eligible to work in Canada*
- *If you require accommodations for the interview, please let us know*
- *AI may be used in applicant selection, all final decisions are made in person*