



Employment Opportunity Elders Program Manager

Reference No. TWT-ELD-EPM-0923

OVERVIEW: Governed by a Chief and 12 Councilors, Cowichan Tribes is a First Nations Government Organization that serves 5,355 community members; the largest single First Nations band in British Columbia. Located in the Cowichan Valley region on Vancouver Island, Cowichan Tribes is one of the largest employers in the region with 350+ employees and 16 distinct departments providing delegated responsibilities in variety of member services to the Cowichan community. Ts'ewulhtun Health Centre promotes a strong, healthy community. In the spirit of cooperation from the wisdom of our Elders, we will put into practice traditional and non-traditional ways to achieving emotional, spiritual, mental, and physical well-being.

PURPOSE: Under the direction of the Ts'ewulhtun Associate Health Director, the Elders Program Manager is responsible to manage Elder's program activities to ensure effective service delivery to community members and provide supervision and direction to Elders Program team members. This is a full time permanent position that works primarily in the office with moderate local travel required.

COMPENSATION AND BENEFITS: Cowichan Tribes offers an excellent benefit and pension plan available after successful completion of the probationary period. The position includes paid training, paid vacation and paid sick leave. Depending on experience, the position starts at \$40.52 - \$43.41 per hour (\$73,745.49 - \$79,000.74 annually).

RESPONSIBILITIES:

Manage Program Activities and Service Delivery:

- Oversee all new and existing program activities and services including but not limited to: personal care and homemaking, Elders kitchen, daily luncheons, meals on wheels, nursing, transportation, bathing and foot care, daily activities, advocacy, management and administration
- Prepare and manage program budgets for the Health Director's review
- Manage and document incoming community member complaints, follow up steps taken, and final outcome
- Prepare monthly reporting documents regarding service delivery and provided recommendations as required
- Ensure case management notes are completed, data entered, and filed appropriately
- Provide direction, consultation, and feedback to staff regarding program activities and service delivery
- Consult with internal and external community resources as needed
- Participate in program related meeting and committees as required
- Ensure Cowichan Tribes Communicable Disease Prevention Policy, procedures, and guidelines are followed
- Ensure compliance of staff with all internal and external policies and procedures

Provide Supervision To Team Members:

- Provide support and professional feedback and guidance to staff when professional concerns arise
- Participate in recruitment and lead orientation of new team members
- Approve leaves, training requests of team members, and mileage claims
- Manage and document employee complaints, follow up steps, and discipline
- Provide professional guidance, conflict and change management, and support to staff
- Assist team members in development, implementation, and evaluation of individual program activities
- Provide scheduling support for programs
- Other related duties as required

EDUCATION AND EXPERIENCE: (Please attach all required documents)

- Bachelor's degree in an administrative or health related field
- 5 years' experience in community health or related field
- 2 years' management experience
- Experience working in a First Nations community is essential, and a willingness to learn about culture, customs, and traditions of Cowichan people
- BC Drivers' License and reliable vehicle
- Criminal Record Check with vulnerable sector check is required
- Effective December 1, 2021: full vaccination against COVID-19 is required to be eligible for employment at Cowichan Tribes. Employees must show Proof of Vaccination as a mandatory condition of their employment

SKILLS, KNOWLEDGE, AND ABILITIES:

- Knowledge of Cowichan culture, customs, and traditions or willingness to learn
- Knowledge of health issues that face First Nations peoples
- Knowledge of internal and external community resources
- Knowledge of Home and Community Care and support services related legislation
- Well-developed written, oral, and interpersonal skills
- Organizational skills
- Able to foster and build relationships within a First Nations population
- Time management with the ability to multitask different tasks simultaneously
- Other related duties as required

HOW TO APPLY: Interested applicants are invited to submit a resume cover letter and three references. Applications must be sent to Human Resources by email before the deadline, with the Reference Number in the subject line of your email.

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Cowichan Tribes Human Resources Department

Email: resume@cowichantribes.com

Website: <http://www.cowichantribes.com/employment>

Deadline: **Wednesday October 18, 2023 @ 4:00 p.m.**

Pursuant to section 41 of the BC Human Rights Code, preference may be given to applicants of Aboriginal Ancestry. Only shortlisted candidates will be contacted.