



# Wood Buffalo Wellness Society

Community Services

## Job Description

<b>Position:</b>	Tawâw Manager
<b>Reports To:</b>	Health Director
<b>Job Summary:</b>	As the Tawâw Manager, you will assume a leadership role in overseeing all aspects of the program aimed at supporting individuals experiencing homelessness and facing complex challenges. Tawâw is committed to providing comprehensive services, including housing support, healthcare access, and life skills training, to empower clients on their journey toward stability. Your responsibilities will include collecting rents, program development, staff supervision, budget management, and community engagement. Strong leadership skills, a deep understanding of homeless services, and a passion for making a positive impact in the lives of vulnerable individuals.

<b>Leadership and Team Management:</b>	<ul style="list-style-type: none"> <li>• Provide effective leadership and direction to the Tawâw team, consisting of case managers, social workers, and support staff.</li> <li>• Foster a collaborative and inclusive team culture focused on delivering compassionate care and support to clients.</li> <li>• Conduct regular team meetings to review caseloads, discuss client progress, and provide guidance on best practices in client care.</li> <li>• Conduct regular team meetings to communicate expectations, share updates, and address any concerns or challenges.</li> <li>• Support the professional development of team members through training, coaching, and mentorship.</li> <li>• Supervise all staff activities on a daily basis.</li> <li>• Work with Program Manager on staff schedule for all staff.</li> <li>• Bring all staffing concerns to the attention of the Program Manager and Executive Director.</li> <li>• Review communication logs, client files and reporting to ensure that all staff communications are thorough, clear and concise.</li> <li>• Ensure staff adhere to agency policies and procedures</li> </ul>
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	<ul style="list-style-type: none"> <li>• Evaluate &amp; be involved in corrective measures w/ staff as needed</li> <li>• Assist in professional development &amp; certification of clinical staff team</li> </ul>
<p><b>Client Care and Support:</b></p>	<ul style="list-style-type: none"> <li>• Collect rents from clients monthly and keep accurate documentation of all paid and owed rents.</li> <li>• Build trusting relationships with clients enrolled in the Tawâw program, demonstrating empathy, respect, and a nonjudgmental attitude.</li> <li>• Conduct comprehensive assessments to identify clients' needs, strengths, and goals related to housing stability and overall well-being.</li> <li>• Develop individualized care plans in collaboration with clients, incorporating their preferences and aspirations.</li> <li>• Provide ongoing support and advocacy to clients, assisting them in accessing essential services such as healthcare, employment assistance, and mental health support.</li> <li>• Conduct regular check-ins with clients to monitor progress, address concerns, and adjust care plans as needed to promote positive outcomes.</li> <li>• Oversee the delivery of client-centered care, ensuring that services are tailored to meet individual needs and preferences.</li> <li>• Collaborate with team members to conduct comprehensive assessments of clients' needs and develop personalized care plans.</li> <li>• Monitor client progress and outcomes, making adjustments to care plans as necessary to promote positive outcomes.</li> <li>• Provide crisis intervention and support to clients in times of distress or emergency situations.</li> <li>• Become and remain familiar with client files and complete assessment procedures as directed.</li> <li>• Facilitate in the collection of rent from clients to landlord, WBWS</li> <li>• Assess client needs and make recommendations to Case managers and management on client case plans</li> <li>• Ensure that Resident appointments are kept through directing ILS workers and ensure than Resident appointments are scheduled in an organized fashion</li> <li>• Liaise with Clinical Supervisor/ Nursing staff, Housing Support Team and Executive Director on client care plans</li> <li>• Provide up to date additions information to residents.</li> <li>• Provide group, family and individual counselling as required.</li> <li>• Facilitate group lectures and other activities.</li> <li>• Actively participate in all client activities occurring during shift.</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist residents in identifying problem areas and setting goals and after care plans.</li> <li>• Document resident’s special needs (suicide, medical problems, core issues, etc.).</li> <li>• Ensure residents are following facility rules; document and report any infractions.</li> <li>• Address client concerns in an efficient manner and forward these concerns to the Executive Director when appropriate.</li> <li>• Report any unusual activities or concerns immediately to Executive Director</li> </ul>
<p><b>Program Coordination and Administration:</b></p>	<ul style="list-style-type: none"> <li>• Oversee the day-to-day operations of the Tawâw program, ensuring adherence to program guidelines, policies, and funding requirements.</li> <li>• Maintain accurate and confidential client records, documenting assessments, care plans, interventions, and outcomes in accordance with organizational standards.</li> <li>• Maintain accurate records of all incidents.</li> <li>• Develop and implement strategic plans and program goals in alignment with the mission and objectives of Tawâw.</li> <li>• Design and oversee the delivery of client-centered services, ensuring that program offerings meet the diverse needs of individuals experiencing homelessness.</li> <li>• Evaluate program effectiveness and outcomes through data analysis, client feedback, and outcome measures, making adjustments as needed to enhance impact and efficiency.</li> <li>• Complete all required reporting on time.</li> <li>• Develop and manage the program budget, ensuring responsible stewardship of financial resources and adherence to funding requirements.</li> <li>• Monitor program expenses and revenue streams, identifying opportunities for cost savings, revenue generation, or resource reallocation to maximize program impact.</li> <li>• Prepare grant proposals, funding applications, and financial reports as required by funders, stakeholders, and regulatory agencies.</li> </ul>
<p><b>Safety and Security:</b></p>	<ul style="list-style-type: none"> <li>• Implement safety protocols and procedures to maintain a secure environment for staff and clients.</li> <li>• Conduct regular safety assessments of the facility and address any hazards or concerns promptly.</li> <li>• Provide training to staff on safety procedures, crisis de-escalation techniques, and emergency response protocols.</li> </ul>

	<ul style="list-style-type: none"> <li>• Respond to incidents or emergencies as needed, coordinating with appropriate authorities and agencies as required.</li> </ul>
<b>Crisis Intervention and Client Advocacy:</b>	<ul style="list-style-type: none"> <li>• Respond promptly and effectively to crises or emergencies involving clients, implementing appropriate interventions to ensure their safety and well-being.</li> <li>• Advocate for clients' rights and interests, helping them navigate complex systems and overcome barriers to accessing housing, healthcare, and other essential services.</li> <li>• Mediate conflicts or disputes among clients or between clients and staff, employing de-escalation techniques and conflict resolution strategies to promote positive outcomes.</li> <li>• Record all incidents and communicate to all staff.</li> </ul>
<b>Continuous Improvement and Training:</b>	<ul style="list-style-type: none"> <li>• Stay informed about best practices and emerging trends in homeless services, supportive housing, and trauma-informed care.</li> <li>• Participate in ongoing training and professional development opportunities to enhance knowledge and skills relevant to client care, team leadership, and program management.</li> <li>• Contribute insights and recommendations for program improvement, based on client feedback, data analysis, and evaluation findings.</li> </ul>
<b>Cultural:</b>	<ul style="list-style-type: none"> <li>• Expected to participate in on the land camps and teachings.</li> <li>• Attend ceremony with clients.</li> <li>• Required to have an understanding of intergenerational impacts of colonization.</li> <li>• Maintain strong understanding of Indigenous practice and protocol.</li> </ul>
<b>Miscellaneous:</b>	<ul style="list-style-type: none"> <li>• Cultivate and maintain positive relationships with community partners, government agencies, funders, and other stakeholders to enhance program visibility and sustainability.</li> <li>• Collaborate with external organizations and service providers to leverage resources, coordinate care, and advocate for the needs of clients within the broader community.</li> <li>• Represent Tawâw at community events, meetings, and forums, serving as a spokesperson and advocate for homeless services and supportive housing initiatives.</li> <li>• Be familiar with emergency procedures and follow them in case of emergency.</li> <li>• Answer the phone if needed.</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain client confidentiality, including the destruction of records as required.</li> <li>• Refer any new ideas for program update to the Team Lead.</li> <li>• Undertake any other related duties as assigned by the Team Lead or the Executive Director.</li> </ul>
<p><b>Qualifications:</b></p>	<ul style="list-style-type: none"> <li>• Minimum diploma in Social Work</li> <li>• Ability to work on your own and as part of a team, where required.</li> <li>• Effective verbal and written communication skills.</li> <li>• Good organizational skills.</li> <li>• Valid Driver’s License (minimum Class 4 required)</li> <li>• Ability to lift heavy objects, such as beds and couches.</li> <li>• Must be able to provide a Criminal Records Check and Drivers Abstract.</li> <li>• Will be required to sign an Oath of Confidentiality and Code of Ethics.</li> </ul>

Note: This job description is intended to convey information essential to understanding the scope of the Tawâw Manager’s role at the Wood Buffalo Wellness Society. It is not intended to be exhaustive or limit the responsibilities of the position, which may evolve to meet the needs of the organization and the community.

I hereby acknowledge that my supervisor has reviewed this job description with me. I fully understand the scope of duties contained herein, that I am committed to fulfilling the duties described above, and that I was provided with a copy of this job description for my personal reference.

I am also aware that my performance review and evaluation will be based on this job description and that this job description is subject to review and amendment.

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Tawâw Manager Signature

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Date

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Manager Signature

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Date