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Miskanawah is an Indigenous agency that draws jointly from the strengths and guidance of Indigenous teachings and traditions. We adopt culturally-based practices in human services to support vulnerable children, youth and families.

Mission:	Guided by Indigenous teachings, Miskanawah offers culturally-informed, supportive services to people in the Calgary area as they strengthen their circles of self, family, community, and culture.
Values:	Culture, Community, Trust & Respect
Vision:	Children, youth and families thrive within a culturally responsive community.

Nipsisak—meaning "Willows" in Cree—is the collective name for Miskanawah's housing and homelessness diversion programs.

POSITION

Nipsisak Practice Team Lead

Reports to: Nipsisak Manager

Job Summary

The Nipsisak Practice Team Lead will lead Housing Support Workers (HSWs) within two key programs:

- **Strengthening Home Fires (SHF):** A scattered-site housing program for Indigenous youth.
- **Ka-pe-kiwehtahat:** Indigenous Housing and Homelessness Diversion

The Nipsisak Practice Team Lead role is central to ensuring that Miskanawah's housing and homelessness diversion programs and services are grounded in and guided by Indigenous worldviews, values, and ways of knowing and being. The successful candidate will play a key role in shaping a culturally responsive service delivery framework that respects and reflects the diverse traditions, histories, and knowledge systems of Indigenous Peoples.

The Practice Team Lead will provide leadership in case management, supporting both HSWs, and the Relatives they serve. This role plays a central part in reducing barriers to finding and maintaining culturally responsive, stable housing for Indigenous youth, families, and individuals.



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Both programs are grounded in the recognition that colonization, intergenerational trauma, and systemic discrimination are root causes of homelessness among Indigenous peoples. Therefore, strength-based, trauma-informed, and culturally grounded approaches are essential to supporting Relatives in achieving housing stability and overall well-being. This position requires flexibility, with availability to work Monday to Friday and occasional evening shifts.

Core Competencies:

- Cultural Understanding, Responsiveness, and Responsibility
- Initiative and Creativity
- Adaptability
- Effective Communication
- Resourcefulness
- Collaborative Teamwork

Job Duties

Leadership and Supervision:

- Determine staffing needs and oversee hiring for SHF and Ka-pe programs.
- Provide ongoing supervision and support to HSWs, ensuring a focus on reducing barriers to culturally responsive housing stability.
- Manage scheduling, performance reviews, coaching, and feedback for HSWs.
- Ensure compliance with Miskanawah's policies, procedures, and ethical standards.

Program Oversight and Administration:

- Collaborate with the Nipsisak Administrative Team Lead to manage program budgets, contribute to the Annual Report, and ensure accurate data collection and outcomes reporting.
- Support HSWs in professional development and connection to Indigenous culture, ceremony, and community supports in partnership with the Miskanawah Cultural Team and Elders.
- Co-facilitate regular team meetings.

Case Management Support:

Oversee and support HSWs to:

- Assist Relatives in identifying, securing, and maintaining housing and cultural supports.



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- Facilitate income/asset assessments and budget development with Relatives.
- Provide system navigation support (e.g., Alberta Works, Child & Youth Support Program).
- Lead case consultations to ensure needs are met and advocate at the systems level.
- Foster landlord and placement provider relationships to promote housing stability.
- Connect Relatives with Elders, ceremony, cultural events, and support services.
- Coordinate outreach and collaborate with external housing and homelessness-serving agencies to strengthen landlord and housing networks.

Job Requirements

- Degree in a human services field and related experience.
- Experienced in service delivery grounded in and guided by Indigenous worldviews, values, and ways of knowing and being
- Minimum 2 years experience in a supervisory role, supporting teams in case management.
- Experience supporting vulnerable and/or homeless Indigenous youth, families, and single adults with complex needs.
- Demonstrated knowledge and respect for Indigenous culture and traditions.
- Standard First Aid with CPR Level B
- Criminal Record and Vulnerable Sector Check
- Child Intervention Record Check
- Indigenous Awareness and Diversity Training
- Harm Reduction and Naloxone Training
- Valid driver's license and clean driver's abstract
- Access to a reliable vehicle with **\$2,000,000 liability coverage**, business insurance, and permission to carry passengers

Experience

- Strong understanding of **Housing First** and **Harm Reduction** models.
- Proven experience building and leading effective, outcome-focused teams.
- Engagement with and respect for Indigenous culture and ceremony.
- Knowledge of prevention and diversion work in housing contexts.
- Competence in assessment, case management, and referral practices.
- Familiarity with the **Residential Tenancies Act** and related legislation.
- Strong written, oral, and digital communication skills.
- Adaptability in fast-paced, changing environments.
- Willingness and ability to work varied hours including evenings as needed.
- Experience with HMIS/ShareVision is an asset.
- Deep knowledge of Calgary-area resources for youth, families, and individuals experiencing homelessness.



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Work Conditions

- Interaction with youth, employees, management, and the public at large
- Interaction with others under varying circumstances-including situations of a highly sensitive nature
- Attendance and participation in training
- Intermittent physical activity including walking, standing, sitting, and lifting
- Occasional overtime
- Working in a busy environment with frequent interruptions
- Flexible hours, including occasional evenings, weekends, and holidays

My signature below indicates my agreement with the job description outlined above.

Name:

Date:

Signature:
