

**Kitasoo Xai'xais Nation
Operations Manual**

**Section 9
Social Development
Program**



Updated Version: August 30, 2023

Section Nine Social Development Program

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9.01 Social Development Program – KXN through the Social Development Coordinator, delivers the Social Development Program to the Membership with such services as may be more particularly specified in the approved Social Development Program budgets, as may exist from time to time.

9.02 Social Development Program Organizational Structure – The organizational structure for the Social Development Program is shown on the Social Development Program Organizational Chart in **Appendix “9A”** with lines of authority as indicated.

9.03 Social Development Program Job Descriptions – The job descriptions for the personnel working within the Social Development Program are as follows:

- a. **Social Development Coordinator** attached and marked as **Appendix “9B”**;
- b. **Home Maker** attached and marked as **Appendix “9C”**.

The job for each of the above is determined at the time each such person is hired, which job description is in writing. Each job description for the Social Development Program Personnel incorporates by reference the provisions contained in the Operations Manual. The General Manager may vary the above job descriptions from time to time in consultation with the Human Resources Officer, and in the event a new job is created, then the approval of the Council is required.

9.04 Hiring & Firing – The following are the hiring/appointment and firing/removal rules as they relate to the Social Development Program:

- a. **Social Development Coordinator** - The Social Development Coordinator is hired by the Government on the recommendation of the General Manager and in consultation with the Human Resources Officer and can be dismissed by the General Manager in consultation with the Human Resources Officer. If the Social Development Coordinator is dismissed, they may request that the Council reconsider.
- b. **Other Social Development Program Personnel** – All other Social Development Program Personnel (i.e. Home Maker) are hired by the General Manager in consultation with the Social Development Coordinator and Human Resources Officer. The General Manager can dismiss other Social Development Program Personnel in consultation with the Human Resources Officer. If the Social Development Coordinator is dismissed, they may request that the Government reconsider.

9.05 Social Development Program Financial Information – The Social Development Coordinator implements and follows the Financial Information Flow as described in the Operations Manual, subject to the direction of the Finance Officer.

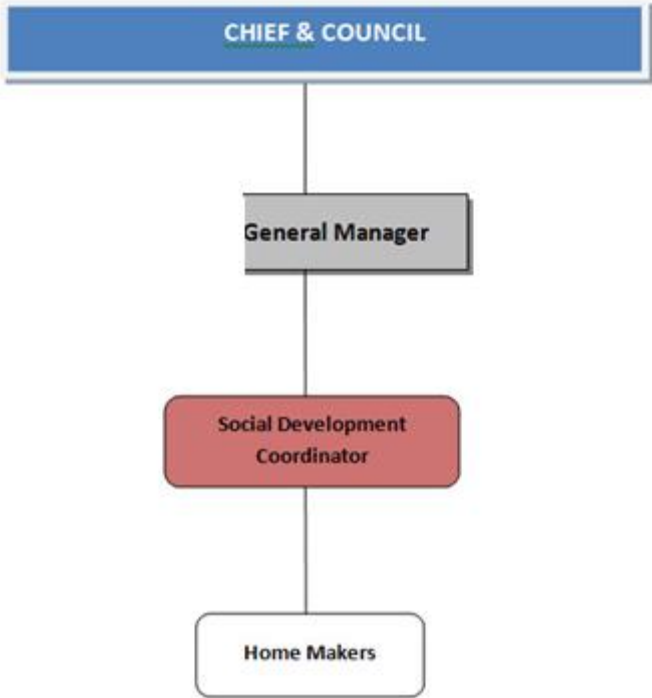
9.06 Social Development Program Service Delivery Information – The Social Development Coordinator prepares a monthly Service Delivery Status Report that is delivered at the monthly management meeting with the General Manager as per the Service

Delivery Information Flow specified in the Operations Manual, subject to the direction of the General Manager.

9.07 Social Development Program Compliance – The Social Development Coordinator and all Social Development Program Personnel comply with the provisions contained in the Operations Manual.

9.08 Social Development Program Policies and Procedures – The internal Social Development Program Policies and Procedures approved to be used for the program are as provided by the First Nations Social Development Society, which have been created with the permission from Aboriginal Affairs and Northern Development Canada and in support to Social Development Workers and their clients in the BC region. The external website link to the Social Development Program Policies and Procedures is www.fnsds.org/sa_manual

Appendix 9A: Social Development Program Organizational Chart



Appendix 9B: Job Description: Social Development Coordinator

Immediate Supervisor: General Manager

A. SUMMARY OF DUTIES:

Under the general supervision of the General Manager, the Social Development Coordinator administers the Social Development Program, administers the home support and adult care programs, assists in the development of community resources, capacities and services, establishes and maintains sound working relationships with other employees and representatives of other departments and agencies.

B. JOB RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

1. Take income assistance applications from applicants, together with supplementary documentation such as job separation slips, health status certificates, bank account statements, and other forms and statements as required;
2. Assess each application and the applicant's circumstances to establish needs, and identify available resources and possible alternative means of support;
3. Complete budget and decision sheets to determine eligibility for income assistance, at rates set out by the Social Development Policy and Procedures Manual, to applicant who meet eligibility requirements contained in the manual and its amendments, and in supplementary directives;
4. Is the contact person for all applicants and existing social development clients;
5. Establish and maintain a computer accounting and budgeting system to manage all payment requests;
6. Maximize acquisition of social development funding from INAC;
7. Prepare monthly financial reports covering the Social Development Program and provides the same to the Finance Officer as part of the information flow contained in the Operations Manual;
8. Prepare monthly service delivery status report and convey this information the General Manager during the monthly management meeting as set out in the information flow contained in the Operations Manual;
9. Assist employable recipients to seek and secure work;
10. Encourage and facilitate the enrolment of recipients in training or educational programs that will enhance employability;
11. Interpreting policy and procedures to clients for their better understanding of the purposes, services, and requirements of the program, including clients' obligation to report income and any changes to their circumstances, and to accept work, or undertake training available;
12. Explain to applicants the right to appeal, where disagreement exists, and the procedure to be followed in exercising this right;
13. Maintain confidential file on each client which is to include case recordings and copies of all required forms in connection with applications for assistance, correspondence regarding the case, and records of all disbursements of funds, including amount and purposes;
14. Conduct regular home visits and complete appropriate reports to be placed on client's file;
15. Complete reports for submission to the Department of Indian Affairs and Northern Development (DIAND) and copies remain in the Administration Office;
16. Evaluate applications for home support services, and arrange for provision of services to eligible applicants under the provisions of the Social Development Policy and Procedures Manual;

17. Refer persons requiring special rehabilitative or off-reserve placement services to other agencies as appropriate;
18. Recommend to the General Manager and Chief & Council ways and means to alleviate or resolve social problems in the community;
19. May be called to participate in groups or committees working towards the resolution of social problems;
20. Assist in the preparation of documentation for work opportunity program and aboriginal income assistance recipient employment training initiatives, and in the administration of approved projects as requested by Council;
21. Participate in seminars, workshops, and training programs to upgrade skills and knowledge relevant to the position;
22. Supervise and prepare annual performance evaluation for Home Makers;
23. Follow the provisions of the Social Development Program Policies and Procedures and provisions of the Operations Manual;
24. Adhere to the Conduct & Managing Conflicts of Interest Policy in the Operations Manual Section 11;
25. Encourage and foster a team spirit within the office and operations in general;
26. Keep the General Manager informed on any significant events and correspondence concerning areas under the authority of the Social Development Coordinator;
27. Carry out other requests relevant to the position from the General Manager from time to time relating to the social development program.

C. QUALIFICATION: (Education, Training and Experience)

The qualifications of the Social Development Coordinator are determined in the absolute discretion of the General Manager and the Government depending upon the needs of the organization at the time. The following attributes are assets:

- Grade 12 or equivalent;
- Post secondary education in social work an asset;

D. KNOWLEDGE, SKILLS & ABILITIES: (List any required technical skills i.e., typing, computer skills, etc.)

Proficient knowledge in the following areas would be an asset;

- Demonstrated abilities to work independently and show initiatives;
- Must have basic knowledge in the operation of computers, basic office software and office equipment;
- Ability to maintain a strict level of confidentiality on all matters pertaining to clients;
- Ability to administer and manage program with budgets;
- Strong interpersonal skills and ability to communicate well (written and oral);
- Possess strong work ethics and be dependable.

Appendix C: Job Description: Home Maker

Immediate Supervisor: Social Development Coordinator

A. SUMMARY OF DUTIES:

Under the general supervision of the Social Development Coordinator, the Home Maker ensures household cleanliness; household needs and services are delivered to the clients who have been assessed by the Home and Community Care Program as having those needs.

B. JOB RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

1. Perform household cleaning for clients such as, vacuuming, sweeping, mopping floors, washing dishes, dusting household surfaces, cleaning bathroom, general cleaning of kitchen appliances/surfaces, tidying and organizing rooms and removing household garbage;
2. Change bedding and wash bedding, towels and clothes;
3. Inform the Social Development Coordinator of any client emergencies, client concerns or any observations that may affect client's safety;
4. Comply with the Social Development Program Policies and Procedures and with the provisions of the Operations Manual;
5. Adhere to the Conduct & Managing Conflicts of Interest Policy in the Operations Manual Section 11;
6. Perform other duties relevant to the position such as, snow removal, assist in grocery shopping, companionship, mail pick up or drop off, assist client in meal preparation or other similar duties as may be assigned by the Social Development Coordinator from time to time.

C. QUALIFICATIONS: The qualifications of the Home Maker are determined in the absolute discretion of the General Manager and Government depending upon the needs of the First Nation at the time. The following attributes are assets;

- Resident of Klemtu;
- Dependability – Job requires being reliable, responsible, dependable and fulfilling obligations;
- Cooperation – Job requires being pleasant with others on the job, displaying a good nature and cooperative attitude;
- Attention to Details – Job requires being careful about details and thorough in completing tasks;
- Good health necessary to do manual labour.