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## POSITION DESCRIPTION FORM (PDF)

### Part-time Support Staff

#### Instructions for Completing the PDF:

- This 'smart' form template is to be completed & submitted electronically to the HR Consultant.
- Complete each section as accurately and *succinctly* as you can in the space provided. If you have questions, contact your respective HR Consultant for assistance.
- Depending on the duration of the work assignment, you will be required to complete the Cover Page and Part 1 only **or** Parts 1 & 2 **or** Parts 1, 2 and 3. **WHICH PDF SECTION(S) SHOULD BE COMPLETED?**

#### **CPT Tier I - Cover Page and Part 1 only**

- Casual part-time support staff work that is temporary/transitory only and will not exceed a duration of one academic semester (4 months). For temporary assignments within this category which are recurring year-over-year within specific business cycles (e.g. start-up), please follow the directions below for Tier II.

#### **CPT Tier II - Cover Page and Parts 1 & 2 only**

- Casual part-time support staff work that is term certain but that will be for a duration of more than one academic semester up to four academic semesters (more than 4 months up to 16 months).

#### **RPT only - Cover Page and Parts 1, 2 & 3**

- Regular part-time (RPT) support staff work that is required as part of ongoing operational needs and is considered to be long-term/permanent in nature.

# POSITION DESCRIPTION FORM (PDF)

Choose an item. Part-time Support Staff

**Position Title: Indigenous Consultant SSM**

**Position Number: PT0202**

**Pay Band: Pay Equity Rate**

**Reports To: Director, Workforce Development**

**Appointment Type: 12 Months      "Other" Hours Details**

**Scheduled Weekly Hours (maximum 24 hours per week): 24 hours**

**PDF Completed By (Manager Name): Sarah Haase**

**Effective Date: August 27, 2024    Last Revision:**

## SIGNATURES

**Incumbent:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*(indicates incumbent has read and understood the Position Description Form details)*

**Supervisor:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*(indicates the supervisor has authorized and assigned the duties & responsibilities in the PDF)*

**NOTE: Please return the original PDF to HR Operations (Michelle Bozec) as soon as it has been signed. Thank you.**

# PART ONE:

## POSITION SUMMARY

Fleming College as the Service System Manager (SSM) for Employment Ontario ensures a locally responsive and Client focused Employment Services model that meets the needs of Indigenous Clients in the Muskoka-Kawarthas region. the SSM engages with local organizations, community partners and service providers that serve Indigenous people to deliver long-term, sustainable outcomes for Indigenous job seekers.

The Indigenous Consultant role supports the SSM in this work by leading engagement with community partners, advising on and assisting in planning for appropriate service delivery models, researching programs, resources, and ensuring training for service provider staff for Indigenous clients.

## KEY DUTIES & RESPONSIBILITIES

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Keep sentences short, simple and to the point. *TIP: Describe major clusters of functional work rather than detailed individual work routines and procedures.* Do not use allocations of less than 5%.

	Summary Details	Percentage %
1	<ul style="list-style-type: none"><li>engage with local Indigenous service providers and local First Nations communities on an ongoing basis to establish relationships, and to identify and assess trends / emerging risks in Employment Service delivery; facilitate talking circles, be a liaison for the SSM</li></ul>	35%
2	<ul style="list-style-type: none"><li>facilitate ongoing planning for Indigenous service provision in the Catchment Area, including: i. understanding the workforce needs of Indigenous Clients; ii. the availability of, and access to, culturally appropriate services for Indigenous Clients; iii. planning and designing programs and services that meet the needs of Indigenous Clients;</li></ul>	25%
4	<ul style="list-style-type: none"><li>Ensure access to resources and training for non-Indigenous Service Providers and Employers for such topics/service provision expectations such as Cultural Competency training</li></ul>	25%
	<ul style="list-style-type: none"><li>Establish and review referral protocols with First Nations OW delivery partners and First Nations EO service providers to support First Nations Clients who wish to participate in services offered by the Recipient in the Catchment Area.</li></ul>	10%
5	Other Duties As Assigned ( <i>do not amend this section</i> )	5%

To calculate the relative percentage of time allocated to each cluster of key duties & responsibilities, remember to consider the total amount of hours this part-time position will normally work in a year.

For example:

An RPT position which normally works 24 hours per week for 10 months of the year would have approximately 960 annual hours (24 hrs/wk x 4 wks/month x 10 months). If this position is estimated to spend 5 hours per week completing a cluster of work associated with organizing and maintaining business files, you would allocate 20% to this function calculated as (5 hrs/wk x 4 wks/month x 10 months) divided by 960.

## PART TWO:

### TRAINING & TECHNICAL SKILLS

Indicate the minimum level of independent studies, formal education, internal and/or external training programs including professional and technical or apprenticeship courses necessary to fulfill the requirements of this position.

**Formal Education Requirements:**

Completion of a four (4) year university degree or more.

**Field(s) of Study:**

Indigenous Studies, or Employment/Career Counselling with a focus on Indigenous Clients

**Other Vocational Certifications and/or Apprenticeships:**

Click here to enter text.

### EXPERIENCE

Specify the minimum number of months and/or years of practical experience in any related work necessary to fulfill the requirements of this position.

**Practical Work Experience:**

More than three years up to five years.

**Additional Skills & Abilities:**

- Computer literate with high-level research capabilities.
- Excellent interpersonal and intercultural communication skills.
- Demonstrates clear understanding of cultural competences.
- Holds Traditional Indigenous Knowledge acquired through experience with respected community knowledge holders, Elders, ceremony, Indigenous community responsibilities, or other related experience is required.
- Experience engaging with First Nations communities and local organizations that serve Indigenous people.
- Experience working with a variety of software packages i.e. word processing, email, internet.
- Experience working independently, prioritizing, organizing and problem -solving own work.
- Class G License and own vehicle with insurance.

## PART THREE:

## COMPLEXITY

Describe the amount and **nature of analysis, problem-solving** and **reasoning** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

### Example #1

Task / Activity Developing Service Providers and Indigenous providers referral protocols
Description Acting as a point of liaison between the SSM Service Providers and Indigenous communities, incumbent will need to analyze best practices and protocols in order to establish the referral process for providers across the region, both those within scope of the SSM, and those providers who are out of scope but provide services to Indigenous clients. This includes problem solving various aspects of the referral process and monitoring ongoing implementation/use. This may include problem solving the referral relationship process, reasoning with providers around points of contention.

### Example #2

Task / Activity Designing programs and services
Description Incumbent will analyze best practices, existing training and programs and use that information to create an informed and highly successful menu of programs and services for Indigenous clients across the region.

### **Key Considerations:**

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Is the work considered to be routine/non-routine?

Non-routine.

How would you describe the complexity of the work?

All duties are varied and complex.

Describe the business processes used by the position.

Processes require ongoing adaptation.

## JUDGMENT

Describe the degree of independent judgment and problem-solving required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

### Example #1

Task / Activity Deciding on referral processes and methods of engagement
Description Will require a high level of judgement to decide on the best way to engage, communicate, and build consensus among Indigenous community partners and employers across the region. Will need to incorporate best practices, professional experience, cultural awareness, and political acuity to determine appropriate methods and resolve issues.

### Example #2

Task / Activity Creating programs and services
Description The Incumbent will need to use a high degree of judgement to decide on nature, content and roll out of all programs and services that will be targeted to Indigenous clients across the catchment area.

### **Key Considerations:**

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

The work duties typically require:

Development of new techniques or new information from existing data.

In determining a solution for problems, the incumbent has discretion to:  
Develop new methods and options.

## MOTOR SKILLS

Describe the aspects of the position that require fine motor movements (delicate, intricate or precise) related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position Answer the questions listed below in the Key Considerations section.

### Example #1

Task / Activity Use of computer software and hardware
Description Must be able to use computer software and hardware to create documentation, create correspondence with providers and various other business processes including email, internet use and research.

### Example #2

Task / Activity
Description

### Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

When considering 'speed' of fine motor movements for this position:

Speed is not a consideration.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Computer Use	60%

## PHYSICAL DEMAND

Describe the degree of **physical demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the type and duration of physical effort, the frequency, the strain from rapid and repetitive fine muscle movements or the use of larger muscle groups, lack of flexibility of movement, etc.

### Example #1

Task / Activity Sitting at computer
Description Will require sitting at the computer for extended periods of time.

### Example #2

Task / Activity
Description

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Sitting at computer	80%



## SENSORY DEMAND

Describe the degree of **sensory demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the level/degree of concentration (visual, auditory, tactile, etc.). Answer the questions listed below in the Key Considerations section.

### Example #1

Task / Activity Visual concentration
Description Must be able to concentrate for long periods of time on computer screen. <ul style="list-style-type: none"> <li>- Writing reports, designing programs, creating referral protocols.</li> <li>- Developing training.</li> <li>- Reading reports and documents</li> <li>- Web based research</li> <li>- Participate in web based virtual meetings</li> </ul>

### Example #2

Task / Activity
Description

### Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the requirement for attention to detail in this position?

Frequent/Regular

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Computer screen	80%

## STRAIN FROM WORK PRESSURES / DEMANDS / DEADLINES

Describe the degree of **work pressures** involved in performing the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the deadlines, interruptions, distractions, multiple or conflicting demands/workloads and dealing with people in difficult situations. Answer the questions listed below in the Key Considerations section.

### Example #1

Task / Activity Dealing with difficult people
Description Could encounter staff at partner organizations who are unwilling to engage in training or provide roadblocks to group training goals. Will require adjusting timelines and workload to deal with situation.

### Example #2

Task / Activity Deadlines
Description Nature of the position will include deadlines for required work that occasionally will change depending on priorities of the SSM, and possibly with tight turn around times.

### **Key Considerations:**

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the workflow demands this position typically faces?  
Deadlines are tight OR may periodically change or conflict.

How would you describe the existence of critical deadlines in this role?  
Occasional critical deadlines.

How would you describe the level of interruptions this position faces?  
Interruptions occur regularly but tend to be predictable.

Indicate the predictability of the strain and percentage of time required in each task discussed above.

Task	% of Time	Predictability*
Dealing with difficult people	5%	NP (Not Predictable)
Meeting deadlines	30%	UP (Usually Predictable)

## INDEPENDENT ACTION

Describe the degree of **independent action** and **autonomy** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

**Example #1**

Task / Activity Creating referral protocols
Description Incumbent will be required to independently create protocols for the referral process between Indigenous provider and Service Providers. This process will be informed by research and input, however incumbent will be responsible for final decision and processes to be approved by their Manager.

**Example #2**

Task / Activity Design training
Description The incumbent will be responsible for designing and implementing training for providers across the network, this will be informed by best practices and research however will be responsible for final training product and uptake and adoption of the training across the network as approved by their Manager

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

What type of instruction is typically given to the incumbent?

Work is carried out in accordance with general instructions and policies.

What degree of supervision is typically provided to the incumbent?

Periodic supervision; occasional supervisory input.

How is the work typically checked and verified?

Output is reviewed by report/discussion.

How frequently is the work checked?

Most processes are reviewed monthly.

Describe duties which are the incumbent’s responsibility where independent action requires initiative and/or creativity and indicate how often the duties occur.

Engaging stakeholders in a culturally appropriate way; incumbent will need to be creative to engage each person or group to build relationships in an individualized way - 35% (Often)

Identify the typical situations or problems that are normally referred to the Manager for solution.

Conflict with a stakeholder or service provider would be referred to a Manager for solution.

## COMMUNICATIONS / CONTACTS

Describe the nature of contact and purpose involved in communicating information (i.e. to provide advice, explanation, to negotiate, or influence others to reach agreement, etc.), and the confidentiality of the information provided. Answer the questions listed below in the Key Considerations section.

Nature of Contact (Who)	Purpose of Contact (What)	Frequency
Service Providers	-Provide advice and guidance on referral processes. -Provide training on cultural competencies. -communicate required standards for appropriate service delivery -keep client/organization information confidential	Weekly
Indigenous Service Providers	-negotiate mutually acceptable referral processes - keep client/stakeholder information confidential	Weekly
Employers	-Providing cultural competency training to regional employers.	Monthly
		Choose an item.
		Choose an item.
		Choose an item.

### Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Communications in this position are typically engaged for the purpose of:

Providing highly detailed or complex explanation and/or instructions; may need to conclude negotiations.

What type of involvement does this position have with confidential information?

Regular involvement with significant disclosure implications.

## RESPONSIBILITY FOR DECISIONS AND ACTIONS

Describe the type of **responsibility** that exists for the **decisions** and **actions** related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

### Example #1

Task / Activity Cultural competency training
Description Incumbent will be entirely responsible for the decisions about the content, best practices and delivery plan for all cultural competency training for both service providers and employers across the region.

### Example #2

Task / Activity Design of Programs and Services
Description Incumbent will be entirely responsible for the design of program and services that will meet the needs of Indigenous clients across the SSM Service Providers. These programs and services that the incumbent is responsible for creating will have a direct impact on the service provided to Indigenous clients.

### Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How errors are typically detected for work completed by this position?

Errors detected after-the-fact.

What is the typical scope of impact to the organization for errors in this position?

Results in significant waste and negative impacts to operational effectiveness.

## WORK ENVIRONMENT

Describe the physical environment that the incumbent works in. Consideration should be given to:

- The probability or likelihood of exposure to disagreeable/hazardous elements.
- The nature of the disagreeable/hazardous element
- Length of exposure while on the job
- Travel

Complete the chart below. Answer the questions in the Key Considerations section.

Environment	% of Time
Professional office environment Yes	80%
Outdoor work; seasonal conditions No	
Other (please specify) Travel	30%
Other (please specify)	

### Key Considerations:

With respect to the nature of disagreeable/hazardous elements this position is in contact with, would you describe them as:

Slightly disagreeable

With regard to the disagreeable/hazardous elements referenced above, how often does the position encounter them?

Occasional

If this position is required to engage in business related travel, what is the frequency of the travel?

Occasional (10%-30% of their time in transit)

## SUPPLEMENTAL DATA

Provide any additional information which will serve to further enhance understanding of the position.

Click here to enter text.