



**Ka-Na-Chi-Hih**  
Treatment Centre

## Treatment Services Manager

At Ka-Na-Chi-Hih, we're dedicated to empowering Indigenous people on their journey to holistic well-being. With a mission rooted in mutual respect and inclusivity, we provide a nurturing environment for physical, emotional, mental, and spiritual growth.

We are seeking a highly motivated and experienced Treatment Services Manager to oversee the coordination and delivery of services at the Ka-Na-Chi-Hih Treatment Centre. The successful candidate will play a pivotal role in ensuring the provision of quality care, collaborating with interdisciplinary teams, and leading efforts to support clients in their treatment and recovery journey.

### SUMMARY:

Ka-Na-Chi-Hih's Treatment Services Manager is responsible for the organization's overall staffing and programming, including scheduling, coordinating the treatment program, monitoring program quality control, and supervising staff. The position falls under the functional direction of the Director of Treatment Services. The Treatment Services Manager should be a role model that embodies Ka-Na-Chi-Hih's vision, mission, and goals, while supporting an atmosphere of change and quality improvement.

### DUTIES AND RESPONSIBILITIES:

- Overall coordination of the Ka-Na-Chi-Hih Treatment Centre services including staffing, community collaboration, and program delivery;
- Leading, collaborating, and functioning as a part of an interdisciplinary team to provide quality care;
- Use a strengths based and trauma informed approach to work collaboratively with clients and treatment members to help support clients in their treatment and recovery;
- Supervising program staff and establishing and evaluating appropriate performance standards;
- Offering information and education regarding harm reduction strategies, motivation to change behaviors associated with their addiction, and relapse prevention;
- Providing supervision, coaching, consultation, and support to staff. Meeting with staff regularly to provide coaching for quality and performance improvement;
- Reviewing staff performance annually, identifying professional development goals for staff and supporting those goals;
- Delivering training to staff and creating educational materials to develop skills necessary to ensure the provision of quality programming and care;

**Ka-Na-Chi-hih**  
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Thunder Bay, ON P7J 1A5

[kanachihih.org](http://kanachihih.org)

- Monitoring documentation and reporting for client files to ensure that information is up to date, accurate and complete in the client information system and other files;
- Working with the Continuous Care Facilitator to ensure all applications received provide all the required documentation and that all intake processes are met in a timely manner;
- Collaborating with Human Resource with hiring, onboarding, disciplinary and grievance processes;
- Upholding accreditation standards and ensure that the program and practice standards are consistent with professional guidelines;
- Establishing liaison with other agencies/providers of addictions and mental health services;
- Collaborating with First Nation communities, Chief and Council and related agencies in the provision of services to Anishinabek people when requested;
- Participates in and/or reports to a variety of meetings, committees, Boards and/or other related groups to establish and maintain effective working relationships and support systems;
- Providing timely reports, information and updates to the Director of Operations and CEO as required;
- Maintaining knowledge of current trends of addictive substances and mental health issues and their treatment;
- Flexibility to work rotating shifts and varied hours when required;
- Participating in an on-call rotation to support staff after hours;
- To perform other related duties as required.

#### **ACCOUNTABILITY:**

The position is supervised and is accountable to the Director of Treatment Services.

#### **QUALIFICATIONS:**

- Ability to interact with others in a positive manner and possess strong emotional intelligence
- Excellent oral and written communication skills
- Excellent interpersonal skills to develop and maintain effective and appropriate working relationships with individual, co-workers, First Nation leadership and representatives of other agencies
- Understanding of mental health, addictions and trauma
- Technological skills with Windows, Microsoft suite (including Outlook email and calendar, Excel, Word, PowerPoint), as well as cloud-based software including SharePoint
- Ability to provide a criminal records check and Vulnerable Sectors Screen
- First Aid and CPR
- Ability to work flexible hours
- Fluency in a NAN dialect (Cree, Ojibway or Oji-Cree) preferred

#### **Education**

- A degree /diploma or certification from a recognized university or college in addictions, social work, or related field or equivalent training

## Experience

- Minimum three years' experience in a managerial position
- Minimum five years' experience in working with youth with complex needs
- Thorough knowledge of Child and Family Services Act and Regulations.
- Experience in working with First Nation leadership, Elders, and community partners
- Experience in working with Indigenous Youth and Families

## COMPENSATION & BENEFITS

- Comprehensive Extended Health & Dental Benefits
- Canada Life matched contribution Pension
- Contact Human Resources for salary information

## HOW TO APPLY

- We invite all interested individuals to apply by emailing your cover letter and resume to: [jobs@kanachihih.ca](mailto:jobs@kanachihih.ca)
- For more information call Cheryl in Human Resources at 807-700-5952

Ka-Na-Chi-Hih values diversity and inclusion and welcomes applications from diverse candidates. It is our policy to consider all applicants, regardless of race, colour, national origin, religion, sex, sexual orientation, gender identity, age, family status, neurodiversity, or disability. Accommodations for disabilities can be arranged throughout the recruitment and selection process by contacting Human Resources.

