



**FSIN**

**Service Coordinator**



**Jordan's Principle**

**"The Federation is committed to honouring the spirit and intent of the Treaties, as well as the promotion, protection and implementation of the Treaty promises that were made more than a century ago."**

---

### **Primary Function:**

The Federation of Sovereign Indigenous Nations (FSIN) is seeking a highly motivated individual for the position of Service Coordinator within the Health and Social Development Secretariat (HSDS). The successful applicant will be dedicated and compassionate while supporting the Claim Helper Program for Jordan's Principle. This is an opportunity to make a meaningful impact by connecting individuals to critical services while addressing systemic gaps in community support.

---

### **Typical Duties and Responsibilities:**

#### **Key Responsibilities**

- Receive compassionate referrals from Claims Helpers who require additional or acute support
- Conduct virtual meetings to help claimants identify and access tailored services
- Participate in onboarding and training activities specific to your role
- Collaborate with team to ensure integrated support and feedback sharing

#### **Communication**

- Identify and report service gaps within communities, adhering to prescribed reporting formats
- Foster strong relationships with Claims Helpers and other relevant partners
- Share insights and learnings with overall Claim Helper Program
- Navigate difficult conversations to ensure and manage trauma-informed discussions with empathy and professionalism

#### **Administration**

- Record and maintain detailed records on interactions with claimants and outreach efforts
- Manage administrative processes, including expense claims, time tracking, and activity reporting

## Other

- Other related duties as may be assigned from time to time

## QUALIFICATIONS

### *Education*

- Bachelor's Degree or related certificate

### *Experience*

- Minimum 3 years of relevant experience providing frontline support to First Nation communities in social service or similar programs
- Strong written, verbal, and interpersonal communication skills
- Time-management, organizational, and prioritization skills
- Computer skills – Microsoft Word, Excel, PowerPoint, Outlook, Zoom, Teams, and Internet.
- Proven ability to build trust and maintain confidentiality
- Experience delivering trauma-informed and culturally sensitive services
- A combination of education and experience will be considered.
- Knowledge and understanding of First Nations customs, culture, and history.
- Ability to travel up to 40%, including overnight trips

---

*Salary is based on an established grid and commensurate with qualifications and experience.*

*Only candidates selected for interviews will be contacted.*

**APPLICATIONS MUST BE RECEIVED BY 12:00 noon on Monday, February 17<sup>th</sup>, 2025.**

Please submit resumés to:

Email: [hrinfo@fsin.com](mailto:hrinfo@fsin.com)