



Tehsakotitsén:tha

Kateri Memorial Hospital Centre

P.O. Box 10, Kahnawake, QC J0L 1B0

Tel: (450) 638-3930 Fax: (450) 638-4634

www.kmhc.ca

Internal/External Job Opportunity

Kateri Memorial Hospital Centre is located in the vibrant Mohawk Territory of Kahnawake. We have a 73-bed inpatient facility in a homelike environment and extensive outpatient services. KMHC is dedicated to strengthening the health and well-being of Onkwehshon:'a (people) and providing quality health and preventative care services.

POSITION **Family Support Worker (Social Services Technician) – Outpatient Care**
Determinate Contract Full-Time (35 hours per week)
Contract End: March 31, 2027

JOB SUMMARY As a member of the multi-disciplinary team, the Family Support Worker is responsible for providing early prevention to the clientele of the Pediatric care team.

REQUIREMENTS CEGEP certificate in Social Service or similar education
Familiarity with the Health and Social Service Network of Quebec
Minimum three (3) years of experiences as a Support Worker

SALARY In accordance to the Quebec Ministry of Health and Social Services (MSSS) reference Code 2586, Group 717:
Echelon 1 \$28.40 to Echelon 12 \$40.88 per hour, depending on experience.

DEADLINE **Monday, May 11, 2026 at 3:30 pm**

APPLICATIONS **Please submit the following documents:**

- ✓ Application Form
- ✓ Letter of Intent
- ✓ Resume
- ✓ Proof of Educational Requirements

You can find the following documents on www.kmhc.ca/careers:

- Job Description
- Application Form

Submit applications to:

kmhc.hr.kahnawake@ssss.gouv.qc.ca

*Please note that preference will be given to Indigenous candidates.
Incomplete submission packages will not be considered.*

****Only selected candidates will be contacted***



TITLE:	Family Support Worker (Social Services Technician) Group 717 Code 2586
DEPARTMENT:	Outpatient Care Services
SUPERVISOR:	Manager of Outpatient Care
STATUS:	Determinate Full-Time
EFFECTIVE DATE:	August 2024
REVISION DATE:	October 2024

GENERAL RESPONSIBILITIES

As a member of the multi-disciplinary team, the Family Support Worker will provide early intervention to the clientele of the Pediatric care team.

RESPONSIBILITIES

- Liaison to other services within KMHC, other Kahnawake organizations and other external services.
- Provides support to clients/families and staff to meet the needs of Pediatric clients.
- Has attitudes and behaviours which assure the provision of safe care and services
- Is vigilant and takes responsibility to ensure a safe environment for all
- Declare all risk situations, near misses or accidents that are witnessed or discovered on KMHC premises
- To foster an approach to care that is respectful, compassionate and culturally appropriate and competent, responsive to the needs, values, beliefs and preferences of clients and their family member, supporting mutually beneficial partnerships between clients, and health care providers
- Work in an environment that honours the wisdom of Indigenous beliefs, language, culture and traditions

MAJOR FUNCTIONS AND DUTIES

- To conduct family support intake of clients and families for the purpose of evaluating the need for service, the nature of the problem and resulting in the formulation of recommendations and appropriate treatment plan
- To engage in initial and ongoing family support work and multi-disciplinary treatment plans with clients and families
- Provide support and encouragement to the client and family during all processes
- Provide referrals for counseling of clients and families in adjusting to the social and emotional consequences of illness, and loss
- Help clients maximize their financial supports through Jordan's Principle
- Help more vulnerable people with certain forms (i.e. renew a medical care card, insurance, completing victim impact statements, etc.)

- Direct to community resources (e.g. respite services, housing options, cancer support groups, transport support, Meals on Wheels, food baskets, etc..) both in Kahnawake and nearby
- Act as a liaison between KMHC and other health and social services organizations to ensure seamless service for the client.
- Refer families with acute mental health distress to the mental health nurse or other resources.
- Provide workshops to help families better manage household. i.e. food budget, organizing grocery shopping, etc.
- Coordinate support groups i.e. Attachment, breaking isolation, connecting with other families
- To collaborate closely with the multi-disciplinary team to ensure comprehensive client care; to sensitize multi-disciplinary colleagues to the psychosocial aspects of illness and disability; to provide consultation to the team on psychosocial issues
- Advocate for clients' needs and rights within the hospital and healthcare network
- Participate in the assessment of social service needs
- Identify gaps in the network of resources for assigned patient populations and services
- Participate in hospital and organizational committees to plan and provide overall hospital services, as required
- Manage a caseload and meet administrative requirements with regards to registration, recording, completion of statistics and any other reports necessary to document workflow and to facilitate communication
- To develop a pool of resources to support families.
- Organize family meetings when necessary
- Liaise with community resources, including the Mohawk Council of Kahnawake (MCK), Indigenous Services Canada (ISC), Kahnawake Shakotiiia'takehnhas Community Services (KSCS), Jordan's principle, Step by Step, Kahnawake Education Center and outside schools, Kahnawake Youth Center,

QUALIFICATIONS/REQUIREMENTS

Education/Experience:

CEGEP certificate in Social Service or similar education

Familiarity with the Health and Social Service Network of Quebec

Minimum three (3) years of experiences as a Support Worker

Other Qualifications:

Proficient in English and French

Demonstrated ability to function independently and in a team setting

Ability to be flexible and sensitive to a changing community approach to social service delivery

Able to work flexible hours

Demonstrated ability to communicate effectively with Indigenous people, including sound knowledge and understanding of issues impacting mental, emotional, physical and spiritual health in contemporary society

The commitment to learn about Indigenous culture and language to better understand and serve the clients

The employee shall perform the services outlined in the above job description, including any related or incidental duties and responsibilities that may be assigned to him/her at any given time.

Incumbent

Date

Manager