



MOHAWK COUNCIL OF KAHNAWÀ:KE

HUMAN RESOURCES UNIT

P.O. Box 720

KAHNAWÀ:KE MOHAWK TERRITORY, J0L1B0

450-632-7500

JOB OPPORTUNITY

POSITION:

General Manager of Social Assistance, Client Based Services

DURATION:

Indeterminate, Full-Time
Twelve (12) Month Probation Period

DESCRIPTION:

See Attached Job Description

SALARY:

Hours of Operation
Hours per week

\$1,443.00 to \$1,630.13 Per Week
8:30 a.m. to 4:00 p.m.
37.5 hours per week

DEADLINE FOR APPLICATION:

Tuesday, June 3, 2025 - 4:00 p.m.

REQUIREMENTS:

ALL REQUIRED DOCUMENTS MUST BE SUBMITTED BEFORE THE DEADLINE FOR YOUR APPLICATION TO BE CONSIDERED

- ✓ Applicant checklist
- ✓ Letter of intent
- ✓ Resume

APPLICATION: Please address your application to Dawn Stacey, Manager of Recruitment & Staffing. Forward your complete application via e-mail only to: Applications@mck.ca

NOTE:

All forms and requirements are listed on our website:
<https://kahnawake.com/jobs>

- **Please ensure complete applications are submitted as requested. Incomplete applications may not be considered.**
- **Only candidates selected for an interview will be contacted.**
- **Preference will be given to Indigenous candidates.**
- **When adding attachments please use PDF format. Any other formats may be blocked from our system.**



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Core Job Information	
Job Title:	General Manager of Social Assistance
Division:	Client Based Services
Reports To:	Director of Client Based Services
Date of Job Description	May 2025
Purpose: The General Manager of Social Assistance provides strategic and operational leadership for the planning, delivery, and continuous improvement of social assistance programs and services, including initiatives supporting reintegration into the workforce. This role ensures effective program administration, regulatory compliance, and equitable service delivery to individuals and families in need. The General Manager oversees staff, budgets, policies, and partnerships to support organizational goals, client outcomes, and community well-being.	
Roles & Responsibilities	
Strategic and Program Leadership <ul style="list-style-type: none"> • Lead the development and implementation of social assistance programs in alignment with regulatory compliance, policy, and community needs. • Assess the multi-generational needs of the community and design client support services accordingly. • Establish strategic priorities, service standards, and performance metrics for Social Assistance. • Monitor emerging trends, policy changes, and community indicators to inform program planning and innovation. • Collaborate with community organizations, government agencies, and internal departments to enhance service coordination. • Represent Social Assistance at committees, forums, and community consultations as required. • Communicate effectively with stakeholders, including senior management, clients, and community members, to provide updates, reports, and information on Social Assistance activities. • Develop and implement strategic plans and objectives for the office in alignment with the organization's overall goals and mission. 	
Operational Management of the Social Assistance Department <ul style="list-style-type: none"> • Manage the day-to-day operations of the Social Assistance Department, ensuring effective, fair, confidential, and professional delivery of financial and employment support. • Oversee eligibility assessments, case management practices, and client service processes. • Establishes program policies and standards. 	



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- Determines standards for increased support based on medical reports and, when required, submits medical reports to the provincial framework medical committee.
- Ensure timely and consistent implementation of directions and organizational policies.
- Develop and manage operational budgets, allocate resources effectively, and ensure fiscal accountability.
- Prepare funding reports, plans, and documentation required by funding bodies and senior leadership.
- Ensure programs meet all applicable legal, policy, and reporting obligations.
- Develop quality assurance, risk mitigation, and audit response strategies.
- Collaborate with Finance as required for overpayment and fraudulent client files.
- Ensures accurate and confidential records management.
- Lead internal reviews and respond to complaints, appeals, and investigations as needed.
- Set performance targets and key performance indicators (KPIs) for the office, ensuring these align with broader organizational objectives.

Staff Management and Development

- Lead, support, and evaluate a team of case officers and administrative staff, including recruitment, training, development, and performance evaluation.
- Establishes social support for case officers.
- Foster a positive and accountable workplace culture that supports employee engagement and development.
- Ensure training and professional development align with service delivery goals and legislative requirements.

The statements herein reflect general details to describe the principal functions for this job and should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties or be assigned projects associated with these responsibilities as directed by their immediate supervisor.

Education & Experience

- Bachelor's degree in administration, plus one (1) year of relevant experience
- OR
- DEC in Applied Social Sciences, Social Work, or Related Field of Study, plus three (3) years of relevant experience.
- OR
- High School Diploma, plus five (5) years of relevant experience and relevant training.

Knowledge, Skills, Abilities

- Demonstrates strong organizational abilities with proficient knowledge of Microsoft Suite (Word, Excel, Outlook, PowerPoint)



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- Must be comfortable working with internal databases and digital records systems.
- Capable of effectively managing projects and budgets, ensuring resources are used efficiently to achieve desired outcomes.
- Possess strong oral and written communication skills.
- Mentorship and coaching for team members.
- Encourages clear and efficient communication across all levels, fostering a culture of participation and shared understanding.
- Promotes a culture of trust, collaboration, and mutual respect within and outside the team.
- Demonstrates a high level of energy and proactiveness, effectively managing multiple tasks and priorities.
- Conducts business with internal and external clients in a tactful, discreet, and courteous manner.
- Maintains confidentiality.
- Adhere to the MCK Administration Manual-Personnel Policy and Kanien'kéha Language initiatives.
- Ability to communicate in the Kanien'kéha and French languages is an asset.
- The willingness to learn the Kanien'kéha language.

Working Environment

- Five (5) day work week is performed in an office environment.
- Considerable stress, work may involve handling sensitive situations and managing emotionally intense conversations.
- Occasional overtime to meet the needs of the office.
- Occasional travel.

Commitment Statement

I serve the Kahnawà:ke community with its best interest in mind by supporting and encouraging creative, critical, and resourceful thinking, accepting and nurturing new ideas and approaches, and demonstrating my dedication and integrity through my efforts, actions, and words. I am part of a team that is empowered to take initiative in an interactive working environment.

Signatures

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____