



Full-time Position, Practice Manager-Terrace BC Northwest Inter-Nation Family and Community Services (NIFCS)

JOB OPPORTUNITY

Building on Strengths Empowering Others Keeping Children Safe and Connected to their Families & Traditions

If these statements resonate with you, please consider this opportunity to join the [NIFCS](#) team as a **Practice Manager** based in Terrace British Columbia.

Position Summary:

NIFCS is looking for a full-time Practice Manager to join their team and manage social work practice. This full-time position covers work in the NIFCS Terrace office and geographical area. The practice manager reports directly to the Executive Director and is a member of the management team. This position is an excluded non-union position.

NIFCS is a First Nations delegated agency that provides a variety of services to seven member Bands from the Haisla and Tsimshian Nation. Services include Voluntary support, Guardianship, Family Group Conference meetings, Caregiver supports, and Youth Agreements. NIFCS works closely with the communities through Community Protocols and groups of dedicated Child Family Teams and Grandmothers groups.

Primary Responsibilities and Duties:

- The Practice Services Manager oversees the day-to-day agency operations by:
- Leading the planning, development and monitoring of the Agency's social work services;
- Assisting in the development of the Agency's social work policies and procedures and recommending changes to meet the goals and objectives of the Agency;
- Anticipating the needs and types of resources required by the Agency to provide the services, programs and activities of the Agency and negotiating the funding to meet the needs of the Agency in consultation with the Executive Director;
- Establishing service priorities in conjunction with the NIFCS Child and Family Services Executive Director to ensure that program areas are evaluated;
- Participating in the development of resources and programs to meet the needs of the community;
- Assist in a Complaints or Dispute Resolution Process within the Agency to facilitate the management of client complaints about agency staff, programs or operations;
- Developing and managing a Quality Assurance Program for the Agency to assist with the monitoring and improvement of services offered by the Agency and its staff;
- Ability to establish and maintain strong working relationships with various allied professionals, formal and informal community leaders, and knowledge keepers and/or Elders.
- Preparing reports, recommendations and briefs for the Executive Director or Board with respect to all aspects of program delivery, services and activities.

Education and Experience:

- M.S.W.; or B.S.W.; or B.A. in Child and Youth Care; or M.Ed., Counseling/MA Clinical Psychology, having completed a practicum in family and child welfare;
- Supervisory training (which may include leadership, personnel, and cross-functional training)
- Must have C6 delegation and five years of C6 experience and/or be eligible for C6 delegation within the year 2025.

Basic Qualifications

- All employees of NIFCS are required to submit a Criminal Record Check with Vulnerable Screening and comply with the Occupational Health and Safety Act (OHSA), its regulations and all occupational health and safety policies and procedures. Further, to work evening and flexible hours and attend cultural awareness training among other training.
- A valid class 5 BC driver's license.

Knowledge, Skills, and Abilities

- Experience collaborating with Indigenous people and communities.
- Experience in senior team management.
- An understanding of rural and remote communities and their inherent challenges and barriers.
- Understanding and ability to practice with Nation based, community-driven philosophy.
- Aware of and applies professional ethics and approaches to resolve ethical dilemmas.
- Ability to establish and maintain strong working relationships with various allied professionals, formal and informal community leaders, and knowledge keepers and/or Elders.

Working Conditions

- Travel in this position is required (to clients' residences, communities, foster care homes and other locations as necessary).
- Non-standard hours of work and adjusted schedule sometimes.

Compensation & Benefits

- You can expect a supportive work environment, a total compensation package that includes a competitive wage, extended health, and dental benefits
- This is not a Bargaining Unit position.
- An eligibility list may be established to fill permanent and/or temporary vacancies.

Submission Deadline:

- Open until the position is filled.
- We invite all interested parties to apply by emailing your cover letter and resume in the strictest confidence to the Human Resources Department at hr@nifcs.org.
- Pursuant to Section 41 of the BC Human Rights Code, preference may be given to applicants of Indigenous Ancestry.