KWANLIN DÜN FIRST NATION

JOB DESCRIPTION

Manager, Child and Family Supports

DEPARTMENT Justice	**REPORTS TO** Director, Justice
EFFECTIVE DATE November 2026	**LAST REVIEWED** November 2026

1 JOB PURPOSE

Reporting to the Director of Justice, the Manager, Child and Family Supports provides day-to-day leadership for KDFN child and family prevention, caregiving, and family support services. The Manager supervises up to ten direct reports and oversees prevention and risk-response screening, Family Plans, Culture Plans, case management, child-protection navigation and advocacy, crisis and safety planning, Family and Children Services relationship management, and after-hours response. The position also provides operational oversight for the developing KDFN Caregiver Program, Caregiver Fourplex, and Child and Family Supported Living program and facility. The Manager strengthens culturally grounded, voluntary prevention services, develops policy and practice, supports staff capacity, data quality and quality assurance, and provides operational support for KDFN jurisdictional exploration. The Manager works with children, youth, families, caregivers, Elders, knowledge holders, KDFN departments, governments, funders, and community partners to keep children safe and connected to family, community, culture, and the KDFN Circle of Care.

2 MAIN DUTIES AND RESPONSIBILITIES

1	**Prevention and Risk-Response Oversight:** Lead culturally safe primary, secondary, and tertiary prevention services; maintain accessible intake and consistent risk-response screening; triage low, moderate, and high concerns; assign and monitor appropriate supports; document decision rationale; review response levels with staff; and ensure urgent or statutory protection concerns are referred through established FCS and emergency pathways.
2	**Family Plans and Case Management:** Oversee family-centred assessment, development and review of KDFN Family Plans, safety and support plans, case management, service coordination, documentation, and transitions between levels of support. Ensuring plans reflect family strengths, goals, commitments, support networks, culture, child wellbeing, and clear actions, timelines, responsibilities, successes, and follow-up.

3	**Culture Plans, Child-Protection Advocacy and FCS Relationship Management:** Ensure children, youth, parents, caregivers, and extended family receive timely advocacy and practical support when involved with child-protection systems. Maintain accountable working relationships and clear service coordination with FCS; promote family participation, least-disruptive measures, kinship and caregiver options, access and reunification planning, the voice and rights of the child, and completion and monitoring of Culture Plans for KDFN children in care or out-of-home care.
4	**Crisis Response, Safety Planning and After-Hours Services:** Maintain predictable procedures and an approved 24-hour response and rotational on-call model; provide case consultation, debriefing, and escalation support; coordinate immediate safety and stabilization responses; and work with FCS, emergency services, RCMP, KDFN departments, and other partners during critical incidents, community emergencies, or serious family crises.
5	**Caregiver and Supported Living Program Operations:** Provide operational oversight for the KDFN Caregiver Program, Caregiver Fourplex, and Child and Family Supported Living program and facility. Establish clear operating practices; coordinate admissions, placements, family and caregiver supports, staffing coverage, contracts, maintenance, safety, incident response, records, reporting, and service continuity; and ensure programming remains culturally grounded and aligned with approved KDFN direction.
6	**Staff Supervision and Development:** Lead up to ten direct reports through accountable supervision, workload planning, case consultation, coaching, performance feedback, staffing and recruitment, onboarding, professional development, wellness planning, succession planning, and structured debriefing. Promote ethical, trauma-aware, strengths-based, culturally safe, confidential, and consistent practice; monitor boundaries, documentation, service quality, coverage, and staff safety; and build individual and team capacity.
7	**Policy, Practice and Jurisdictional Exploration:** Develop, implement, and review policies, practice standards, procedures, protocols, templates, agreements, and case-management and facility-operating processes. Provide operational information, service mapping, practice evidence, risk analysis, cost and capacity information, and implementation support for KDFN jurisdictional exploration and child-welfare reform; coordinate legal and risk review; identify service gaps and systemic barriers; and recommend culturally grounded improvements within approved direction.
8	**Data, Quality Assurance, Planning and Financial Management:** Develop and monitor work plans, service priorities, budgets, delegated financial authority, contracts, contribution agreements, funding requirements, data standards, case and facility records, performance measures, statistics, trends, risk controls, file and program reviews, and monthly, quarterly, annual, funder, Council, and organizational reports. Use reliable service information and quality-assurance findings to improve prevention pathways, staffing, facilities, resource allocation, and outcomes.
9	**Cultural Supports, Partnerships and Community Accountability:** Build trusting relationships with families and work with Elders, knowledge holders, the Cultural Connection and Circle Team, KDFN departments, FCS, the Child and Youth Advocate, legal services, schools, health and wellness providers, housing, RCMP, First Nation governments, CYFN, governments, NGOs, and funders. Connect families with circles, ceremony, traditional parenting, cultural and land-based supports; represent KDFN on approved committees; provide presentations and training; and advocate for culturally safe, family-preserving systems.

3 KNOWLEDGE AND SKILLS

Education and Experience

- Degree, diploma, certificate, or equivalent training and experience in Social Work, Child and Youth Care, Psychology, Sociology, Indigenous Governance, Human Services, Community Development, Criminology, Justice, Education, or a related field.
- A minimum of five years of progressively responsible experience in child and family services, child-welfare navigation, prevention services, case management, Indigenous human services, community development, or a related field.
- Two years of supervisory experience; clinical supervision is an asset.
- Experience in a First Nation government or Indigenous community is strongly preferred.
- An equivalent combination of formal education, cultural knowledge, lived experience, training, and relevant work experience may be considered.

Job Knowledge / Technical Skills

- Knowledge of culturally grounded prevention, family preservation, case management, risk and response screening, safety planning, trauma-aware and strengths-based practice, and child- and family-centred service delivery.
- Knowledge of the Yukon child-welfare system, the distinction between voluntary prevention and statutory protection, relevant legislation and agreements, and the roles of Family and Children Services, courts, advocates, legal services, and community partners.
- Knowledge of KDFN history, culture, governance, social structure, priorities, and the continuing impacts of colonialism, Residential Schools, systemic discrimination, and intergenerational trauma.
- Knowledge of Indigenous child and family wellbeing frameworks, including federal Indigenous child and family services legislation, the Truth and Reconciliation Commission Calls to Action, the United Nations Declaration on the Rights of Indigenous Peoples, and the United Nations Convention on the Rights of the Child.
- Ability to interpret and work within legislation, policies, procedures, agreements, legal guidance, privacy and confidentiality requirements, records standards, funding terms, and delegated authorities.
- Ability to analyze service information, prepare clear case and program documentation, identify trends, evaluate outcomes, and contribute to policy, planning, reporting, proposal, and jurisdiction development work.
- Knowledge of operational requirements for caregiver, supported-living, residential, or community-based facilities, including staffing coverage, safety, incidents, maintenance, contracts, records, and service continuity.
- Proficiency with Microsoft 365 and the ability to use or learn electronic records, case-management, reporting, and data-management systems.

Management Skills

- Ability to lead a high-demand child and family service with up to ten direct reports; coordinate caseloads, on-call coverage, caregiver and supported-living operations, facilities, and service continuity; and align people, budgets, priorities, partners, and resources.
- Ability to supervise, coach, debrief, and hold staff accountable in a culturally safe manner.
- Ability to establish work plans, decision pathways, reporting requirements, and quality controls.
- Ability to manage competing priorities, emergencies, deadlines, operational risks, delegated financial authority, contribution agreements, and sensitive information.
- Ability to recognize and escalate child-protection, emergency, legal, privacy, financial, or strategic matters.

Interpersonal Skills

- Strong leadership, facilitation, relationship-building, consultation, conflict-resolution, mediation, advocacy, public-speaking, and community-engagement skills.
- Ability to build trust with children, youth, families, caregivers, staff, Elders, knowledge holders, KDFN leadership, governments, and community partners.
- Ability to communicate complex, sensitive, or urgent information clearly and respectfully and to navigate conflict, competing interests, and emotionally charged situations.
- Demonstrates respect, humility, compassion, discretion, accountability, sound judgment, cultural safety, professional boundaries, and effective self-care.
- Values family voice, child rights and wellbeing, lived experience, cultural knowledge, community relationships, and multiple ways of knowing while maintaining legal, ethical, and administrative integrity.

4 DECISION MAKING

Independent Judgment

The Manager independently organizes work, assigns and monitors up to ten direct reports, coordinates intake and caseloads, authorizes supports within delegated authority, manages approved programs, facilities, and budgets, applies policies and response pathways, and recommends operational improvements. Priorities are established with the Director of Justice and guided by Council direction, KDFN laws, approved budgets, contribution agreements, legal advice, child and family practice standards, and family and community priorities. Immediate safety or statutory protection concerns are referred through established FCS and emergency pathways. Matters with significant legal, financial, privacy, safety, reputational, governance, or cross-departmental implications are escalated to the Director of Justice, legal counsel, or other appropriate authority.

Problem Solving

The position resolves recurring and non-routine issues involving child and family safety, changing levels of need, family engagement, complex service systems, crisis stabilization, caregiver and supported-living operations, facility and staffing coverage, documentation, privacy, funding requirements, partner expectations, cultural considerations, and competing priorities. The Manager gathers and assesses information from multiple sources, listens to children and families, consults staff, Elders, knowledge holders, legal counsel, and service partners, applies the prevention response framework, weighs rights and risks, and develops practical options. Solutions may require adapting family plans, safety plans, staffing, referral pathways, circles, protocols, partnerships, budgets, or service-delivery approaches while preserving family self-determination and remaining within KDFN authority and professional boundaries.

5 IMPACT AND ACCOUNTABILITY

The position directly affects child safety and wellbeing, family preservation and reunification, cultural continuity, access to supports and advocacy, caregiver and supported-living services, facility safety and continuity, community trust, staff wellbeing, service quality, and KDFN readiness to advance Nation-led child and family wellbeing. The Manager is accountable for timely and respectful services, sound supervision, reliable data and records, safe and consistent program and facility operations, responsible budgets, funding compliance, risk management, and alignment with KDFN priorities. Errors or delays may affect safety, rights, access to services, privacy, trust, or service continuity and may create legal, financial, funding, or reputational risk for KDFN.

Positions Supervised

SUPERVISION TYPE	POSITIONS / NATURE OF OVERSIGHT
Direct reports	Up to ten direct reports across the Child and Family Supports team, including Child and Family Support Case Coordinators, Child and Family Support Caseworkers, and assigned caregiver, supported-living, program, or facility staff.
Indirect / functional / contractors	Assigned students, casual staff, contractors, community helpers, cultural contributors, or project staff, as delegated. Provides functional direction and case coordination to multidisciplinary contributors involved in family plans and prevention responses. Covers for other Justice managers as required.

6 KEY WORKING RELATIONSHIPS

CONTACT / GROUP	PURPOSE AND NATURE OF CONTACT	INTERNAL / EXTERNAL	FREQUENCY
Director, Justice	Receive direction and approvals; provide advice, recommendations, status reports, budget and risk updates; coordinate priorities and escalation.	Internal	Ongoing
Justice Managers and KDFN Departments	Coordinate strategy, staffing, budgets, reporting, Circle of Care responses, service integration, and cross-program supports without duplicating another program's mandate.	Internal	Often
Up to ten direct reports and Child and Family Supports Staff	Provide supervision, case consultation, workload and coverage direction, debriefing, performance and staffing development, wellness planning, facility and program coordination, and quality assurance.	Internal	Ongoing
KDFN Children, Youth, Families, Caregivers, Supported-Living Participants, Elders and Knowledge Holders	Listen to goals, strengths, needs, and experiences; provide information and support; develop family-led plans; coordinate caregiving and supported-living services; uphold child and family voice; build trust and cultural connection.	Internal / External	Ongoing / Often
Family and Children Services, Child and Youth Advocate, Legal Services, RCMP and Emergency Services	Coordinate child-welfare navigation, statutory referrals, safety responses, advocacy, legal and risk advice, information sharing within authority, and joint service planning.	External	Often

Cultural Connection and Circle Team, Health and Wellness, Education, Community Services, and Pathways	Coordinate culturally grounded supports, circles, referrals, family plans, practical resources, and integrated responses; clarify roles and avoid duplication.	Internal	Often
KDFN Council and Approved Committees / Working Groups	Prepare information, reports, options, recommendations, presentations, records, and follow-up; receive direction through proper channels.	Internal	Sometimes / Often
Yukon First Nation governments, CYFN, Governments, Funders, NGOs and Service Providers	Collaborate, exchange information, coordinate services and funding, strengthen referral networks, contribute to system reform, and advance shared child and family wellbeing priorities.	External	Sometimes / Often

7 WORKING CONDITIONS AND JOB DEMANDS

FACTOR	DESCRIPTION OF CONDITION / DEMAND	FREQUENCY
Spiritual / cultural stress	The work regularly involves KDFN values, Indigenous child and family wellbeing, family self-determination, child rights and safety, community expectations, systemic discrimination, colonial harms, and differing views about risk, protection, family preservation, and accountability. The Manager must balance cultural integrity, family voice, child wellbeing, legal duties, and professional obligations.	Often
Physical effort / environment	The position is office-based with regular work in family homes, the Caregiver Fourplex, the Child and Family Supported Living facility, community facilities, partner offices, and locations in Whitehorse and KDFN Traditional Territory. Travel within Yukon and occasional out-of-territory travel are required. Home, facility, and field work may involve weather, road hazards, smoke, animals, allergens, or variable environmental conditions. Physical demands are generally sedentary to light.	Sometimes

Mental effort	The role requires sustained concentration, analysis of complex and sensitive information, competing deadlines, child and family risk assessment, crisis decision-making, staff supervision, after-hours consultation, budget and compliance monitoring, detailed records, and coordination among multiple partners and priorities.	Often
Emotional stress	The work involves emotionally charged situations and exposure to accounts of trauma, abuse, neglect, family violence, substance use, mental-health concerns, grief, loss, separation, child-welfare involvement, and community crisis. The Manager supports distressed families and staff, may encounter angry or dissatisfied people, and must maintain professional boundaries, judgment, de-escalation skills, and self-care.	Often

Work Schedule, Travel and Physical Requirements

SCHEDULE Standard hours; regular participation in an approved rotational after-hours/on-call schedule; occasional authorized evenings or weekends.	**TRAVEL** Local and within Yukon; occasional travel outside Yukon, as required.
PHYSICAL DEMANDS Sedentary to light. Regular computer work, meetings, driving, home and community visits, walking, and standing.	**WORK ENVIRONMENT** Office, family homes, Caregiver Fourplex, Child and Family Supported Living facility, community facilities, partner offices, on-the-land or field locations, and emergency or crisis-response settings.

8 CONDITIONS OF EMPLOYMENT AND JOB REQUIREMENTS

CONDITIONS OF EMPLOYMENT	ADDITIONAL JOB REQUIREMENTS
• Acceptable criminal records check with vulnerable sector search. • Valid Class 5 driver's licence, satisfactory driver's abstract, and access to reliable transportation. • First Aid and CPR-C certification, or willingness to obtain as required.	• Ability and willingness to participate in the approved rotational after-hours/on-call schedule. • Ability to work occasional variable hours, evenings, or weekends when authorized and required. • Ability and willingness to travel as described in this job description.

• Compliance with KDFN confidentiality, privacy, conflict of interest, records management, workplace conduct, safety, and financial policies.	• Use of a personal vehicle may be required for work-related travel in accordance with KDFN policy.

KDFN Standard Employment Expectations

All KDFN employees are expected to uphold KDFN values; act with integrity, respect, accountability, and cultural humility; maintain confidentiality and professional boundaries; comply with applicable KDFN laws, policies, procedures, safety requirements, and delegated authorities; contribute to a respectful and collaborative workplace; safeguard KDFN information and resources; and perform other related duties consistent with the position and organizational needs.

9 APPROVAL AND ACKNOWLEDGEMENT

Signatures confirm review and approval of the job description. They do not limit KDFN's ability to assign related duties consistent with the position.

ROLE	NAME / SIGNATURE	DATE
Supervisor / Manager		
Incumbent, where applicable		