

SCHEDULE A - (PROGRAM & SERVICES)

Program Name: Simtiar Services Inc.

Term of Contract: 2023 - 2024

Contract No.: _____

Vendor No.: _____

1. Contractor Information

1.1 Legal Name: Simtiar Services Inc.

1.2 Profit Non-Profit

1.3 Address: 3831 – 47 Street NW, Edmonton, AB T6L 5B3

1.4 Phone Number: (780-918-8573)

1.5 Fax Number: _____

1.6 Email: admin@simtiar.com

1.7 Chief Executive Officer/Executive Director: Abimbola Afolabi (Director of Operations); Animot Afolabi (Director of Client Services)

2. Program Information

2.1 Name of Program: Simtiar Services Inc.– Group Living Program

2.2 Address: 3831 – 47 Street NW, Edmonton, AB T6L 5B3

2.3 Phone Number: ((780-918-8573) (780-200-3494 (crisis 24 hour))

2.4 Fax Number: None

2.5 Email: admin@simtiar.com

2.6 Program Manager: Abimbola Afolabi and Animot Afolabi

2.7 Type of Service: Group Care – long term, short term and crisis

2.8 Geographic Area Served: Edmonton and Area

2.9 Client Capacity: Capacity is 5 clients (age 0 to 18 years) with opportunity to expand beds as needed by the authority in order to accommodate sibling groups and/or crisis placements.

2.10 Hours of Operation: administration (8:30am to 4:30pm) | group care (24 hours / 7 days)

2.11 Names, Addresses and Phone Numbers of Facilities if applicable: as indicated in 1.3 and 2.2

2.12 Professional Association Membership and Date of Expiry: n/a

3. Program Description

3.1 Simtiar Services Inc.- group living program believes in the importance of skilled and therapeutic intervention to stabilize complex referring issues; enhance the self-worth and dignity of each individual; and promote healing of childhood neglect, abuse and trauma using holistic values. Our guiding principle is to involve a non-institutional approach of joining family values, concrete treatment modalities with unconditional acceptance and guidance in a group living setting. Simtiar Services Inc.- group living program is committed to giving youth in care a home that will provide for their physical, social, educational, emotional, medical and cultural needs. Our concrete treatment modalities, through a Trauma Informed and Client Centered approach, with unconditional acceptance and guidance provides for passionate commitment to providing children with a home that will ensure their physical, social, educational, medical and cultural needs while continuing to maintain and support healthy connections with their family (if appropriate).

Simtiar Services Inc.- group living program is guided by a strong philosophy with specific cultural influences. We believe that for a child to be healthy and strong the physical, mental and spiritual aspects of that child must be in balance. In caring for and teaching children, we must focus on these aspects. We are taught that the life skills as well as the emotional, physical, and spiritual development can be achieved by learning how to live from the land and embracing the cultural traditions. Learning these skills creates a strong sense of identity and builds self-esteem.

Simtiar Services Inc.- group living program utilizes distinct healing (therapeutic) approaches to ensure that the children and their families (if applicable) served through our program are respected, involved and have the greatest potentials for learning and applying new skills. Our programs combine the Client-Centered Therapy (CCT) approach, the Circle of Courage healing model along with a Trauma Informed Approach which are all implemented into milieu-based therapy which emphasizes on engagement in meaningful activities of daily life, especially to enable or encourage participation in such activities in spite of impairments or limitations of the child or family. Additionally, Simtiar Services Inc.- group living program places high value and emphasis on the unique needs of culturally diverse clients and involves the Circle of Courage model as a theoretical framework for working with First Nations children, youth, and families.

Simtiar Services Inc.- group living program can accommodate up to five (5) children and/or youth with complex needs in a crisis, short-term or long-term capacity. Our program, however, may provide residence to additional children should a referral of a sibling group occur and a temporary license permits the additional clients. We offer our group living program to envelop services required to assist in supporting and creating change for children and their families (if applicable) with children's services statuses from apprehension through to reunification. Our approach is essential in the coordination of resources that, when done with professionalism, skill and integrity, support the development of skills to enhance their lives.

3. Program Description (continued)

3.1 Our program is available to all children and youth, regardless of gender who are between birth (0) and eighteen (18) years. Any bed, if available, can be accessed for short-term emergency placements while ensuring that placements can continue to serve longer term residents. Youth are eligible for placement for the following reasons:

- (1) Long Term Care - Youth requiring shelter and care for a specific longer period of time until parents and/or family can resume responsibility.
- (2) Emergency Care - Youth directly from an abuse, neglect or other crisis situations may be referred to the program for safety and security until alternate living arrangements are established.
- (3) Short Term Care - Youth requiring a transitional placement between one home to another (awaiting placement in foster home, repatriated child, etc.).

Our program has the ability to adapt age ranges as needed by the funder to ensure sibling placements and is able to accommodate placement until the age of eighteen (18) years. Simtiar Services Inc.- group living program may determine, with the input or at the direction of the children's services authority that the placement may be terminated under certain planned or unplanned conditions.

3.2 For the purposes of Article 12 of the Contract, the following deliverables and intellectual property are subject to the provision:

Simtiar Services Inc.- group living program has not yet opened and is aware that a program must be operational for six months prior to CAC accrediting. Once our program has been operational for three months, Simtiar Services Inc.- group living program will make application and be accredited within the year. Any documents (including policy and procedure, admission and intake forms, strategic and risk management plans) used in achieving and/or maintaining accreditation are the intellectual property of a third-party and cannot be released to other agencies by the funder.

3.3 Additional Contractor Responsibility (optional)

Simtiar Services Inc.- group living program shall ensure that the following items are provided from funds as outlined in Schedule "B" – Direct Client Costs:

- Nutritional Standards as set out in accordance with the Canada Food Guide and/or Canada's Food Guide for First Nations, Inuit and Indigenous persons;
- Staff to client ratio set at 1:3 unless otherwise required (with provision to increase to a 1:1 ratio when required) or requested by the Caseworker;
- All transportation costs for children placed with the program (i.e. family visits, appointments, school, recreation, etc.) within city limits;
- Maintaining clothing according to child welfare rates after admission
- Maintain client's belongings in accordance to clothing /items tracking process.
- Spending allowance according to current Alberta Child & Youth Services rates;

- Gifts, including birthday and Christmas, according to current Alberta Child & Youth Services rates;
- Personal incidentals such as items required for hygiene, grooming, etc.;
- Group recreational activities (i.e. swimming, movies, etc);
- Public transportation through use of bus passes or bus tickets;
- School supplies as required.

3.4 Additional Province Responsibility (optional)

Simtiar Services Inc.- group living program shall require that the following items are provided by the children's services authority:

- Initial clothing to standard per the regional authority rates;
- Any seasonal (winter, spring, summer or fall) clothing and periodic updates as required;
- Medical/dental/optical services including any prescriptions or specialized equipment required;
- Therapeutic and/or counseling services as identified in service planning and agreed to;
- Individual recreational fees per annual regional authority rates;
- Individual vacation fees per annual regional authority rates;
- Transportation and supervision out of regional boundaries at the rate of \$0.52/kilometer;
- Additional staff if specific client requires for stabilization outside of normal ratio.

4. Remuneration

Remuneration shall be at the rate of \$375 per diem (per client). This rate includes all identified items in 3.3. As identified in 3.4, the authority shall be responsible for travel expenses outside regional boundaries. The per diem will be increased to \$425 once accreditation has been achieved.

The contracting authority shall remit payment within 30 days of receipt of invoice.

5. Client Information

5.1 Client Characteristics

Simtiar Services Inc.- group living program is specifically designed to meet the needs of children with complex needs, including addictions, and of who would benefit from Trauma Informed and Client-Centered interventions in a group living environment. Simtiar Services Inc.- group living program is a blend of cultural and therapeutic philosophies to facilitate the most comprehensive support available to children with complex needs in this region. The program is funded through a contract or on a fee-for-service basis with Designated First Nations Agencies and/or Alberta Child & Family Services and is available on an emergent, short-term and/or long-term basis. The potential clients are of either gender, from birth (0) to eighteen (18) years and may be at-risk for developing maladaptive behaviors, are struggling with emotional/mental health concerns, and/or are unable to reside within their family due to impacting issues.

5.2 Referral

Simtiar Services Inc.- group living program accepts referrals from Alberta Child & Youth Services – Regional authorities and Designated First Nations Agencies and/or other provincial children’s services authorities. Initially, contact is made with the Director or designates to determine the appropriateness of the placement (contract or fee-for-service) and to ensure that the agency’s mandate is suitable. If a referred person is appropriate to the mandate and eligibility criteria of Simtiar Services Inc., the following will apply:

Placement not immediately available:

1. The Director and/or designate will gather relevant information regarding the referred child;
2. A determination of intake timelines will be provided to the person making the referral;
3. If appropriate, information for available community resources will be provided;
4. The Director and/or designate will make contact with the person making the referral when a placement becomes available.

Unplanned/Emergency Placements:

1. The Director and/or designate will gather as much relevant information as possible – specifically any information relating to the health and safety of the child (e.g. delegation of authority, treatment service number, conditions of contact with family, allergies, etc.);
2. Simtiar Services Inc.- group living program will endeavor to obtain mandatory consents in order to provide services to child. Should the need arise for consents to be verbal in nature, authorization will be documented on the correct form including the person’s name that provided verbal consent;
3. The Director and/or designate will arrange a formal Intake Meeting within 10 days of admission if client remains in the program.

Upon Intake:

1. The Director and/or delegate will conduct pre-placement interviews with the child (if appropriate), case manager and family or other significant persons (if appropriate);
2. An age and cognitive appropriate explanation and confirmation that the person served understands the reasons for admission to the program;
3. An introduction to relevant program policies and procedures and the review of and consent to treatment including the signing of the intake package by client (if appropriate) and/or the guardian;
4. The initial advisement of all rights relating to the child
5. Providing the child and/or guardian with a written copy of program components

5.3 Entrance Criteria

Clients must have Alberta Child & Youth Services status with a current Referral and Evaluation (R&E).

5.4 Exit Criteria

When positive outcomes have been obtained and our youth have achieved the growth and skills needed through our program, a transition plan will be created to support the successful integration into the community, with family and/or an alternative placement within or outside of the agency.

Simtiar Services Inc.- group living program understands that unplanned discharges may be encountered, and services may not be completed as desired. Should such a situation occur (through AWOL, determination of a more suitable placement, etc.), documentation including a discharge report and program supports available which may be available to the child after services are terminated will be created. This information will be forwarded to the Children's Services worker and/or the guardian (if appropriate). Further release of this information will require the guardian's consent.

All discharges from the program require a discharge conference. This shall involve all facility staff, the placement agency worker(s), parent(s), the child and any relevant others. In instances where the child is discharged while AWOL, the conference may be held after the fact.

An unsuccessful discharge may result from:

- (1) Being AWOL longer than the approved number of days (re: waiver form).
- (2) Non-cooperation from a worker(s) to the point where the placement is no longer working.
- (3) Violent/aggressive behavior towards staff, other residents or self beyond the capabilities of our program.

A successful discharge is one that is planned in accordance with service goals. The basis for this planning is the Healing Plan (service plan), which is a joint effort between the program, the placing agency, and the resident. The Healing Plan is done quarterly so that everyone is working towards the same discharge goals throughout placement.

A planned discharge usually involves preplacement, visiting, separation, and planning. This process requires sensitivity and sufficient time as the resident is separating from some very significant relationships. Visiting back to the facility shall be encouraged and supported where the plan is practical and realistic. Child Care staff and/or the Director may continue in a supportive role with the discharged resident through telephone or in-community contact if of benefit to the child and family (if appropriate).

6. Program Goals, Outcomes and Performance Measurements

Goal	Outcome	Performance Measures	Target
Child is Safe	Demonstrated reduction in critical incidents related to high risk behaviors	Critical Incident Critical Incident Analysis	75%
Child is healthy	Access to necessary health related services	Appointments Quality Assurance Analysis (annual) Accreditation Audit (renewable)	100%
Child is at decreased risk	All children assessed for risk factors at intake Demonstrated decrease in exposure to risk	Client Need Assessment (intake) Client Needs Assessment (quarterly through discharge) Service Plans (goal attainment)	75%
Child has increased self-sufficiency	Demonstrated increase in personal skills related to needs and issues at intake	Client Need Assessment (intake) Client Needs Assessment (quarterly through discharge) Service Plans (goal attainment)	75%
Child is connected to persons and community	Demonstrate increase in social skills, peer relations and maintenance of connections to their community and significant persons	Client Need Assessment (intake) Client Needs Assessment (quarterly through discharge) Service Plans (goal attainment) Recreational / Access Schedule	75%
Child and family feel engaged in the program	Demonstrate supportive and therapeutic relationships with employees	Client Satisfaction Survey Stakeholder Satisfaction Survey	90%

Philosophical Base - Our philosophical base involves an approach of nurturing and learning for children in crisis whom are in need of care and or protection in providing a stable home that focuses on the well-being of each child to address their mental, physical, emotional, social and spiritual health. To provide a home which meets all applicable standards and an atmosphere based on caring, respect, compassion, sharing; and acknowledge their individual uniqueness and cultural heritage. All of these are significantly conducive to the health, self-esteem, safety, and well-being in the personal growth and development of the children.

Rationale - We believe that for a child to be healthy and strong, the mental, physical, emotional, social and spiritual aspects of that child must be in balance. Most of the time, when these aspects of are not in balance, children end up struggling in society, and end up in the care of Children's Services. We must focus on these aspects. Learning skills creates a strong sense of identity, builds self-esteem and the foundation of a person.

Simtiar Services Inc.- group living program was established in order to:

- (1) Develop a stable residential program that is caring oriented.
- (2) Strengthen the cultural identity of Indigenous/First Nations/Indigenous children while addressing specific behavioral, emotional and physical needs.
- (3) Establish a culturally relevant and specific program to strengthen and add to the community's resources to respond to children with complex needs.
- (4) To assist in the personal growth and development of children in care.
- (5) To offer a culturally specific alternative to children in care and to support children remaining close and connected to their community
- (6) To ensure that complex needs (including addictions, mental health, etc.) are addressed in a culturally sensitive and informed manner

7. Reporting Information

Detail the specific reports that will be provided and the time frames for each.

Report Name	Due Date	Recipient	Description Of Content
Nominal Rolls	Due on the 10 th of each month	Contract Specialist	List each Client in the program, their Client ID and dates of service in a format acceptable to the Province
Critical Incident Report	Within 24 hours	Caseworker Contract Specialist	Description of critical incident, precipitating factors, action taken and result.
Critical Incident Report Summary	Quarterly (June, September, December and March)	Contract Specialist	Summary of all Critical Incidents for time periods with trends and corrective action taken.
Service Specific Reports All records related to the Program delivery, service planning and delivery of interventions to the specific child or family being served.			
Assessment and Service Plan	Review with Caseworker within 45 days of Admission	Caseworker	Synopsis of first 30 days of service including observations and goals (service plan) developed from Client Need Assessment.
Progress Report	Review with Caseworker on a quarterly basis	Caseworker	Synopsis of service on a quarterly basis

Report Name	Due Date	Recipient	Description Of Content
and Service Plan Review	after Assessment		including observations and goals (service plan) developed from Client Need Assessment Review and Goal Attainment.
Medical / Dental / Optical Reports (contact notes)	Within 14 days of appointment unless of a more urgent matter	Caseworker	Synopsis of appointment details

7.1 Critical Incident Reporting Expectations

Critical Incident Reports are detailed narratives which document situations posing or have posed a risk to the well-being and/or safety of one or more persons, an employee, or the community. If the incident involves a child, youth or family member and/or employee of Simtiar Services Inc., a Critical Incident Report will be completed. Incidences to be documented and communicated in this manner are as follows:

- involvement of a person served in a dangerous situation;
- medical emergency (serious accident, illness or injury) or incident (pregnancy, unintentional injuries, etc.) including the transfer to a hospital or medical clinic;
- medication errors, drug reactions including over-sedation, missed or refused dose(s) and/or suspected abuse of medication;
- any change in medical circumstances including outbreak of contagious disease or condition (if exposed), significant weight loss or gain, changes in body functions, etc.
- legal offenses and/or serious assault to persons served and/or staff;
- suspicion and/or allegations of abuse or neglect occurring within/outside of the program;
- risk to the community and/or others including aggressive, combative or potentially harmful behavior;
- serious mechanical and/or physical property breakdowns;
- vehicular accidents involving persons served and/or agency vehicles;
- serious misconduct by agency employees (inappropriate use of behavior management, etc.);
- suicidal and/or self-harm ideation, attempt or behavior, and/or death;
- suspicion of and/or use of illicit substances including alcohol;
- use of confinement (locked and unlocked) and searches;
- unauthorized or unanticipated absences (AWOL) from the program.

Procedurally, once an incident has been reported or has come to the knowledge of Simtiar Services Inc. group living program's employees, it will be communicated immediately to the Supervisor and the Director. The Director and/or Supervisor shall coordinate any immediate required responses to the incident including the contact of guardians, family, CFSA/DFNA workers, etc.

A Critical Incident Report will be completed as to the following protocols:

- the sequence of events and/or circumstances that was the antecedent to the incident including the behavior of the child, youth and/or family member;
- involvement and to what capacity of contractors, family, members of the community, etc.
- any interventions used to prevent the situation including timelines and descriptions of actions taken;
- follow up to the incident including debriefing with the child and any others, children and/or staff members that may have been impacted by witnessing the incident;
- documentation that the child was re-informed of their rights;
- the Critical Incident Report will be completed and submitted to appropriate persons including the case worker, family and police (if appropriate) and Indigenous Resource Person within 48 hours.
- the Director(s) shall review incident reports on a case-by-case basis to ensure completeness of the document and reporting requirements are being met. All incident reports will be reviewed as a collective semi-annually to determine any trends related to children/contractors/circumstances and utilize the information to take corrective action;

If any restrictive procedure resulted in injuries to a person served and/or employee, the Director shall further review the Critical Incident report to ensure that any corrective action required is documented and implemented to ensure that further incidents are mitigated.

8. Issue Resolution and Decision Appeal Process (in relation to service delivery)

8.1 Contractor Grievance Process

Simtiar Services Inc.- group living program is committed to providing fair, ethical and equitable treatment to all employees, practicum students and volunteers. The resolution of disputes and Peacekeeping procedures can be viewed as a hierarchy of processes ranging from least to most formal. When these conditions exist, the client/employee/volunteer/practicum student may initiate a Peacekeeping procedure according to the following established procedures:

1. The complainant's direct supervisor shall, within five (5) days of becoming aware of the unresolved issue, attempt a resolution through discussion with the parties involved;
2. Should an agreeable solution not be reached, the complainant and/or direct supervisor will forward the concern in writing to the Director within five (5) days of the discussion noted above;
3. The Director, in consultation with the complainant and parties involved, will determine a meeting time as soon as practical and will invite all to present their perspective of the concerns;
4. The Director will verbally notify the complainant of the decision within three (3) days of the meeting and in writing within fourteen (14) days of the meeting. The decision made by the Director may be appealed to an outside member of the community or any person who is in good standing.
5. The elected member will review the written Peacekeeping report and determine if further investigation is required. A decision will be forwarded to the complainant within seven (7) working days. The elected member's decision will be final.

8.2 Contractor Decision Appeal Process

See item 4. in 8.1

8.3 Contractor Documentation for Grievance and Appeals

Name of Grievant: _____ Date of filing: _____

Description of Concern: _____

1. Results of Verbal Discussion: _____

Date: _____

8.3 Contractor Documentation for Grievance and Appeals (continued)

2. Written complaint reviewed (by Director):

Notes: _____

Date: _____

3. Resolution Meeting:

Date: _____ Attendees: _____

Notes: _____

4. Decision (by Director):

Notes: _____

Date of verbal notification: _____ Date of written notification: _____

Appeal requested (check box if yes) Referred to: _____

5. Decision (by Referred Person):

Notes: _____

_____ Date of written notification: _____

8.4 Issue Resolution (Consultants)

Same process for employees, stakeholders and the community as identified above.

9. Position Qualifications

9.1 For the purposes of Article 10.1 of the Contract, the following employees, subcontractors, agents or positions (if any) are subject to the provisions of Article 10.1 of the Contract.

Simtiar Services Inc.- group living program has a comprehensive and trained staffing compliment specific to our culturally relevant programming. The basic qualifications required by each of the positions within the organization are specific to the role in which they fulfill. All direct care program staff will have the following training –

Within 24 hours of commencement:

- access to and review of current policies and procedures;
- duties and responsibilities contained within the position description.
- orientation to clients needs, issues and cultural components.

Within 10 working days of commencement:

- agency structure including mission /values, employee Code of Ethics, agency and program goals;
- responsibilities regarding limits of authority, accountability and program commitment;
- responsibilities to persons served (rights, growth planning, etc.);
- approved behavior management strategies;
- introduction to needs and issues of current client population;
- universal precautions;
- abuse protocol orientation and/or training
- trauma informed approach to service delivery
- medication administration and use of medical equipment;
- facilities and personal safety (working alone, emergency procedures, etc.);
- self-harm awareness and intervention
- important contact persons related to client and employees.

Within 3 months of commencement:

- First Aid (renewable every three years)
- Medication administration training (renewable every three years)

Within 6 months of commencement:

- Suicide Intervention (renewable every three years)
- Self-harm awareness (renewable every three years)
- Non-violent Crisis Intervention (renewable every three years)
- Quality Improvement and Outcomes – if applicable (renewable every three years)

Within 9 months of commencement:

- Indigenous Awareness Training* (6 hours initially and 6 hours of annual on-going learning);
- Diversity/Cross Cultural Training (4 hours initially)

* note: training applicable IF employee does not identify as Indigenous and/or if employee is not culturally informed or involved

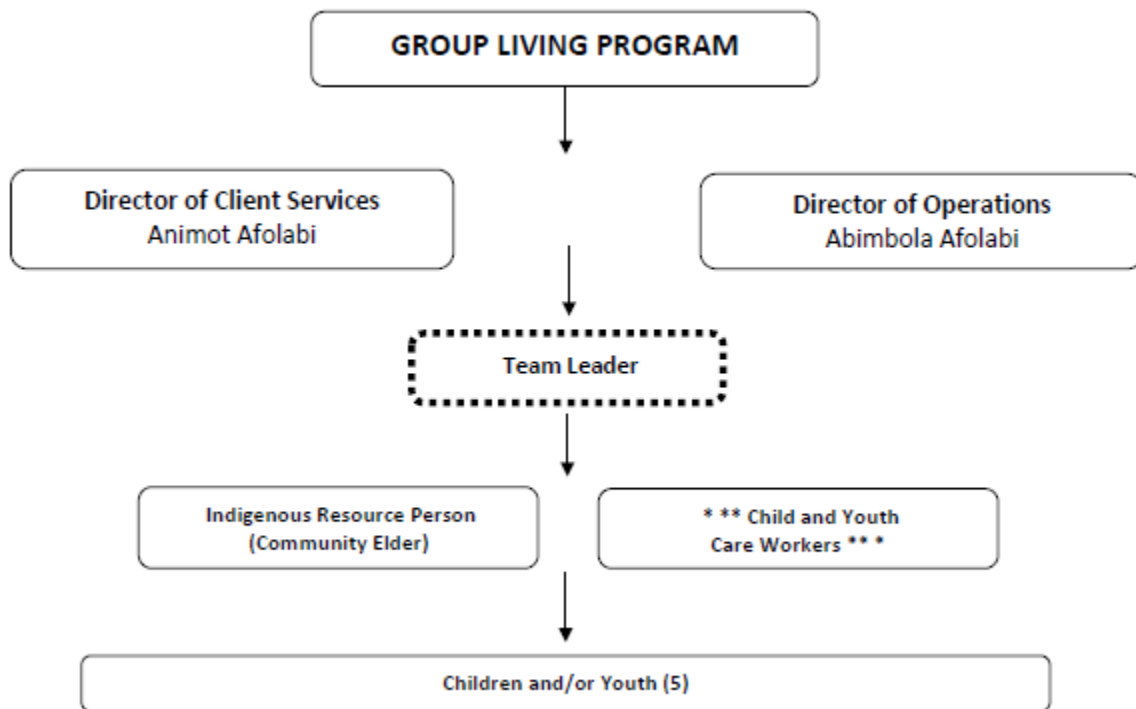
9.2 Describe the minimum qualifications of positions associated with this Program.

See Addendum A for position descriptions (including qualifications)

9.3 Describe the responsibilities of Client Development staff

See Addendum A for position descriptions (including qualifications)

10. Organizational Chart



11. Monitoring and Evaluation

11.1 Monitoring

In conjunction with the policies referencing Quality of Service and Continuous Quality Improvement, Simtiar Services Inc.- group living program establishes and maintains a data collection system that is capable of supporting its outcome monitoring, evaluation and service improvement efforts. Specifically, these systems are comprised of: nominal rolls, pre-to-post measures conducted on service plans, incident reports, and data collected from case conferences, client/family interviews at discharge, financial analysis as well as consultation with the funding authority. This will provide a measurement tool capable of defining areas of success and/or areas for growth and development in the service delivery. Additional analysis and assessment regarding outcomes is related to our client's achievement of goals within the current parameters of the program's treatment model, values and mission, Simtiar Services Inc. will continually research and gather information related to "best practices" associated with children, youth and families.

11.2 Evaluation

On an on-going and formally on an annual basis, Simtiar Services Inc. will be reviewed to determine the quality level of its operations and to determine the effectiveness of service delivery. Our organization strives to maintain compliance to all applicable regulatory bodies and requirements.

The quality of service analysis will include the following elements:

- progress made towards achieving recommendations identified in the previous year's review;
- adherence to agency goals and objectives;
- review of relevant policies and procedures;
- identification of areas that may benefit from quality improvement;
- establish priorities for training, if required, to ensure an effective and efficient program.

The outcomes evaluation will include the following elements:

- on-going reviews of pre and post measures from client service plans;
- child admission and discharge interviews;
- monthly nominal rolls and occupancy reports;
- quarterly program and financial reports;
- information solicited from residents, case managers, funders and/or members of the community.

Information resulting from quality of service and outcomes analysis will be evaluated with the following as considerations to program development and/or adaptations:

- positive outcomes for persons served;
- negative outcomes for persons served;
- positive and/or negative unanticipated outcomes;
- positive and/or negative outcomes that do not achieve intended targets.

All information gathered will be reviewed by the Advisory Panel and the Director of the organization. Any approved changes in policy and/or procedure will be communicated to the appropriate person(s) for implementation and corrective action will be reviewed on an on-going basis. All shifts in programming and/or agency direction as a result of the above will be communicated to persons involved (e.g. children, employees, stakeholders, funders, community, etc.) through appropriate means. This synopsis of recommendations will include specific and measurable goals, timelines for review (at minimum, quarterly) and reports of the findings determined to be priorities for monitoring and improvement. Additional training and education will be provided should it be necessary to facilitate any changes.

12. Accreditation

The Contractor will make application for accreditation with the Canadian Accreditation Council of Human Services (CAC) within three (3) months of opening (first intake).

Appendix A – Position Descriptions, Responsibilities and Minimum Qualifications

DIRECTOR(S)

Appendix A – Position Descriptions

Position Summary:

The Directorship of Simtiar Services Inc. is a shared leadership / management position. There are two (2) Directors – Director of Operations and Director of Client Services. Both positions are is accountable for the organization and responsible for all facets regarding operation of Simtiar Services Inc.- group living program. The Director(s) delegates and coordinates various activities involved with the operation of the agency including, but not limited to, the development, maintenance and coordination of professional relationships with the community, funders and other stakeholders. The Director(s) are primarily responsible for the operational responsibilities such as human resources, financial, etc. while maintaining responsibility for the specific operations of each program. The Director(s) are responsible for the supervision of all positions including direct accountability for all lead staff and front-line staff including the Cultural Resource Person. This position is accountable to the Advisory Panel of Simtiar Services Inc.

Key Roles and Responsibilities:

1. Strategic planning to advance the organization’s mission, objectives, values and growth.
2. Oversee operations to insure efficiency, quality, service, and cost-effective management of resources.
3. Plan, develop, and implement strategies for generating resources and client base.
4. Approve company operational procedures, policies, and standards.
5. Review activity reports and financial statements to determine progress and status in attaining objectives and revise objectives and plans in accordance with current conditions.
6. Supervise and evaluate performance of employees for compliance with established policies and objectives of the company and contributions in attaining client related objectives.
7. Promotion through written articles and personal appearances at conferences and on radio and TV.
8. Represent the company at legislative sessions, committee meetings, and at formal functions.
9. Promote the company to local and regional agencies.
10. Present company report at annual Advisory Panel meetings.
11. Direct company planning and policy-making committees.
12. Oversee organization operations to include evaluating operating and financial performance.

Qualifications and Requirements:

1. Experience in strategic planning and execution. Knowledge of contracting, negotiating, and change management. Skill in examining and re-engineering operations and procedures. Experience in formulating policy, and developing and implementing new strategies and procedures. Ability to develop financial plans and manage resources. Ability to analyze and interpret financial data. Knowledge of public relations principles and practices. Knowledge of communication and public relation techniques. Ability to develop and deliver presentations. Ability to identify and secure funding/revenue sources.
 2. Work requires professional written and verbal communication and interpersonal skills. Ability to communicate and interact with officials at all levels of government and to work effectively with a wide range of constituencies in a diverse community. Ability to motivate teams and simultaneously manage several projects.
 3. This is normally acquired through a combination of the completion of a Degree in Business Administration, Education and/or other Human Services based education and five (5) years of experience in a leadership role.
 4. Must be willing to work a flexible schedule and travel, if required.
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Position Summary:

The Team Leader is a member of the interdisciplinary team which oversees the day-to-day program operations of Simtiar Services Inc.- group living program. The Team Leader provides support to the front line staff and will assist, when necessary, in the direction and support of program philosophies. The Team Leader is accountable to the Director(s) and is responsible for administering the program functioning of Simtiar Services Inc.- group living program in accordance with the mission, goals, and objectives as articulated by the Director(s) and as approved by the Advisory Panel.

Key Roles and Responsibilities:

1. Development of a trusting and therapeutic relationship with clients;
2. Teaching living skills and social skills through role modeling of appropriate behavior and able to assess client deficits and strengths and use systematic plans of instruction, teaching methods and approaches to transfer information and skill to clients;
3. Assist clients with the development and maintenance of problem solving skills;
4. Activity planning that involves clients in groups that meet the recreational, educational and or therapeutic needs;
5. Providing guidance and support to frontline staff members
6. Orientation and training of new employees;
7. Client intake and orientation to program;
8. Over-sight of day-to-day service delivery;
9. Counseling skills that utilize problem-solving, de-escalation, goal-setting and preventative interventions with clients in either a 1:1 or group scenario;
10. Administrative and file maintenance;
11. Mitigation of overall program related (including facilities, employees, and clients) risk as per the Risk Management Plan;
12. Remain within the “Scope of Practice” of Child and Youth Care Workers;
13. Providing all clients with a sense of safety, acceptance and nurturance.

Qualifications and Requirements:

1. Human services degree or diploma (and/or competency based equivalencies);
 2. Three (3) years related front-line and/or supervisory experience;
 3. Strong interpersonal skills that bridge the distance with individuals that may have a resistance to relationships, different morals/values and alternative lifestyle choices;
 4. Non-judgmental manner;
 5. Strong personal boundaries;
 6. Demonstrates good writing and communication skills;
 7. Experience in working with diverse cultural and religious communities;
 8. Understanding of the Circle of Courage Theory, Client-Centered Therapy model and Milieu Based Therapy philosophies of treatment/intervention;
 9. Knowledge and understanding of the Indigenous culture, beliefs and traditions.
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Position Summary:

The Cultural Resource Person is recognized by his/her community as an individual who respects the cultural values, beliefs and practices of the Indigenous family and community. In practice, this translates to, "in all instances involving Indigenous clients, where the family and client agree, a Cultural Resource Person will be involved in the development, implementation, and review of the Agency service plan to ensure that the service plan is consistent with, and supports the needs of the client". The Cultural Resource Person is accountable to the Director(s).

Key Roles and Responsibilities:

1. Consult in the development of service plans for Indigenous children and youth;
2. Liaise within own and external Indigenous communities;
3. Assist in the development of Agency direction, particularly as regards the offering of culturally relevant services;
4. Consult regarding proper cultural protocol;
5. Provide opportunities of involvement in some of the ceremonial practices, for staff, children and families;
6. Act in an advisory capacity for individuals, families or staff if and when applicable;
7. Provide counseling for clients and staff who request a cultural perspective;
8. Participate in growth plan conferences should the client request the presence of an Indigenous Resource Person;
9. Participate in various tasks as identified by management and/or the children and youth.

Qualifications and Requirements:

1. To serve the mandate of Simtiar Services Inc.- group living program with an emphasis on Indigenous clients, families and communities.
 2. Will be of Indigenous ancestry, aware of and respect the cultural values, beliefs and practices of the clients, families and communities they serve.
 3. Demonstrate knowledge and have a perception of the cultural values of the Indigenous community of which he/she is a member and hold these cultural values in high regard in order to teach or support the clients, families and communities within this cultural context.
 4. Understand that all aspects of their culture are integrated and will be characterized by a willingness to teach and support the clients, families and communities in the beliefs and behaviors that result from the richness of the Indigenous cultural heritage.
 5. Remain in good standing with their Indigenous community and the community at large.
 6. Familiarity with the Indigenous Culture and languages.
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Position Summary:

The Child and Youth Care Worker is a member of the interdisciplinary team which assesses, plans, implements and evaluates Healing (Service) Plans for a given client. Employees with this designation perform front-line work in the program and carry the responsibility for the daily care, treatment, nurturance, supervision, health and discipline of the clients. The role is extensive and carries with it responsibilities in the counseling, teaching and training areas, as well as recording and reporting. The Child and Youth Care Worker must demonstrate high personal competence in the formation and maintenance of caring, therapeutic relationships. The Child and Youth Care Worker is accountable to the Team Leader and/or the Director(s).

Key Roles and Responsibilities:

1. Development of a trusting and therapeutic relationship with clients;
2. Teaching of living skills and social skills through role modeling of appropriate behavior and be able to assess client deficits and strengths and use systematic plans of instruction, teaching methods and approaches to transfer information and skill to clients;
3. Assist clients with the development and maintenance of problem solving skills;
4. Activity planning that involves clients in groups that meet the recreational, educational and or therapeutic needs;
5. Counseling skills that utilize problem-solving, de-escalation, goal-setting and preventative interventions with clients in either a 1:1 or group scenario;
6. Documentation of daily activities, themes and follow-through of the children and youth;
7. Monthly documentation related to clients including service planning, reviews, plans, etc.;
8. Day-to-day service delivery components including, but not limited to, medication administration, client orientation, scheduling of wellness related appointments, transportation (if qualified);
9. Care of the program environment and clients including cleaning, meal preparation, grocery shopping, etc;
10. Remain within the "Scope of Practice" of Child and Youth Care Workers;
11. Providing all clients with a sense of safety, acceptance and nurturance;
12. Mitigation of overall organizational (including facilities, employees, and clients) risk as per the Risk Management Plan

Qualifications and Requirements:

1. Human services degree or diploma (and/or competency based equivalencies);
2. Strong interpersonal skills that bridge the distance with individuals that may have a resistance to relationships, different morals/values and alternative lifestyle choices;
3. Non-judgmental manner;
4. Strong personal boundaries;
5. Demonstrates good writing and communication skills;
6. Experience in working with diverse cultural and religious communities;
7. Understanding of the Family Systems Theory, the Client-Centered Therapy model and Milieu Based Therapy philosophies of treatment/intervention;
8. Knowledge and understanding of the Indigenous culture, beliefs and traditions.