



Sioux Valley Dakota Nation
Jordan's Principle
Case Manager
Location: Sioux Valley Dakota Nation
Full-time – Term



Position Summary:

The Case Manager for the Sioux Valley Dakota Nation Jordan's Principle Program is responsible for coordinating, administering, monitoring, and supporting services for First Nations children and families under Jordan's Principle. The Case Manager ensures equitable, culturally safe, timely, and effective access to health, social, educational, mental health, respite, and specialized supports for eligible children.

The Case Manager acts as the primary liaison between families, service providers, schools, healthcare professionals, Jordan's Principle regional offices, and Sioux Valley Dakota Nation departments. The position includes comprehensive case management responsibilities, program administration, budgeting oversight, reporting, staff coordination, community engagement, meeting facilitation, and advocacy.

The incumbent must uphold the values, traditions, customs, and sovereignty of Sioux Valley Dakota Nation while ensuring services are delivered in accordance with Jordan's Principle guidelines, funding agreements, community priorities, and applicable legislation.

Key Responsibilities

1. Case Management & Client Support

- Receive, assess, and process referrals and applications for Jordan's Principle services and supports.
- Conduct comprehensive client intake assessments to identify needs, barriers, and eligibility requirements.
- Develop individualized service plans in collaboration with children, families, Elders, schools, healthcare providers, and community supports.
- Coordinate and facilitate access to approved services including: Medical services, Mental health supports, Educational supports, Specialized assessments, Speech and occupational therapy, Mobility aids and medical equipment, Cultural supports, Land-based programming, Respite services, Transportation and travel supports
- Monitor client progress and ensure follow-up services are implemented appropriately.
- Maintain regular communication with families regarding application status, approvals, timelines, and service coordination.
- Advocate for children and families to ensure equitable access to services without delay or disruption.
- Assist families with documentation, referrals, forms, medical letters, invoices, and required supporting information.
- Respond to urgent and crisis situations involving children and families as required.

- Ensure services are culturally appropriate, trauma-informed, family-centered, and strengths-based.

2. Program Administration

- Administer Jordan's Principle funding requests and ensure compliance with Indigenous Services Canada (ISC) policies and procedures.
- Review expenditures and approvals to ensure eligibility and accountability standards are met.
- Maintain accurate electronic and physical client records, case notes, and confidential files.
- Develop and maintain tracking systems for applications, approvals, expenditures, reporting deadlines, and service delivery outcomes.
- Prepare purchase requisitions, payment requests, and supporting documentation for approved services.
- Coordinate contracts, agreements, and service arrangements with external providers and agencies.
- Ensure all documentation is complete, accurate, and audit-ready.
- Assist in the development and implementation of program policies, procedures, and operational guidelines.
- Support quality assurance and continuous improvement initiatives.

3. Budgeting & Financial Oversight

- Monitor program budgets and expenditures in collaboration with finance staff and program leadership.
- Track approved funding allocations and ensure expenditures remain within approved budgets.
- Prepare budget forecasts, spending summaries, and financial reports.
- Assist in annual budget planning and funding proposal development.
- Identify funding gaps and make recommendations regarding resource allocation and cost management.
- Ensure fiscal accountability and compliance with funding agreements and reporting requirements.

4. Reporting & Documentation

- Prepare monthly, quarterly, and annual program reports.
- Compile statistical data, service utilization information, and outcome measurements.
- Maintain confidential records in accordance with privacy legislation, Jordan's Principle standards, and Sioux Valley Dakota Nation policies.
- Prepare reports for leadership, funders, Chief and Council, committees, and external agencies as required.
- Document case activities, service plans, follow-up actions, and communication logs in a timely manner.
- Assist with audits, evaluations, and funding reviews.
- Monitor program performance indicators and identify trends, service gaps, and emerging needs.

5. Staff Coordination & Meeting Facilitation

- Facilitate and coordinate regular staff meetings, case management meetings, and interdisciplinary team meetings.
 - Assist in assigning caseloads, coordinating workflow, and prioritizing urgent requests.
 - Provide guidance, mentorship, and support to program staff as required.
 - Support staff scheduling, planning, and operational coordination.
- Participate in recruitment, onboarding, orientation, and training activities when assigned.
Promote a respectful, collaborative, and culturally safe workplace environment.
- Assist with conflict resolution and team problem-solving.
 - Coordinate professional development opportunities and encourage ongoing staff learning.

6. Community Engagement & Advocacy

- Build and maintain collaborative relationships with: Families, Schools, Healthcare providers, Mental health professionals, Social service agencies, Indigenous Services Canada, Community organizations, Elders and Knowledge Keepers.
- Represent the Jordan's Principle Program at meetings, conferences, case conferences, and community events.
- Conduct outreach and awareness activities regarding Jordan's Principle services and eligibility.
- Promote culturally grounded programming and community-based supports.
- Advocate for improved services and systemic change impacting First Nations children and families.
- Support community-driven initiatives and culturally relevant programming.

7. Policy Compliance & Confidentiality

- Ensure compliance with: Jordan's Principle policies and directives, Indigenous Services Canada requirements, Privacy and confidentiality legislation, Occupational health and safety standards, Sioux Valley Dakota Nation policies and procedures
- Maintain strict confidentiality of client, family, and organizational information.
- Ensure informed consent procedures are followed appropriately.
- Report concerns involving child safety or risk in accordance with legislation and organizational policy.

8. Knowledge & Skills

- Strong understanding of Jordan's Principle policies, procedures, and eligibility requirements.
- Knowledge of First Nations governance, culture, traditions, and community dynamics.
- Understanding of trauma-informed, culturally safe, and family-centered approaches.
- Strong case management and crisis intervention skills.
- Excellent interpersonal, communication, advocacy, and conflict resolution skills.
- Ability to prepare reports, maintain records, and manage confidential information.
- Strong organizational, time management, and multitasking abilities.
- Experience facilitating meetings and coordinating teams.
- Knowledge of budgeting and financial tracking processes.
- Ability to work independently and collaboratively.
- Proficiency with: Microsoft Office, Excel, Databases, Virtual meeting platforms, Electronic filing systems.

Working Conditions

- Combination of office, community, school, home, and travel-based work.
- May require evening and occasional weekend work.
- Exposure to sensitive and emotionally demanding situations.
- Fast-paced environment with competing priorities and deadlines.

Requirements

Diploma or Degree in: Social Work, Child & Family Services, Human Services, Psychology, Indigenous Studies, Nursing, Community Development, Public Administration, or related field. Equivalent education, training and relevant experience may be considered.

Minimum 3-5 years experience in Case Management, Child and Family Services, Indigenous Health or Social Services, Community-based programming, Jordan's Principle Administration, Program Coordination.

Valid Class 5 Driver's License.

Reliable vehicle and ability to travel.

Clear Criminal Record Check, Child Abuse Registry Check.

First Aid/CPR certification may be required.

Experience working with First Nations communities is required.

Experience with budgeting, reporting, and program administration is considered an asset.

Supervisory or leadership experience is an asset.

Competition Number: 202658

Submit Cover letter and Resume indicating Competition Number

Human Resources Department

Sioux Valley Dakota Nation,

P.O. Box 38, Griswold, Manitoba, R0M 0S0

Phone: 204-855-2671 Fax: 204-855-2131

E-mail: hrapplcations@svdngovernance.com