



Job Posting #2025-056
Internal/External Posting
Posting Date: June 27, 2025
Closing Date: July 4, 2025
Union: CUPE

Indigenous Cultural Support Worker
Casual

Start Date: Date of Hire

Hours of Work: Days/Evenings/Weekends

Klinic Community Health is a pro-choice community health centre that provides primary care, education and counselling services to our local community and throughout Manitoba. Driven by our vision of creating healthy and engaged communities, we promote health and quality of life for people of every age, background, ethnicity, gender identity and socio-economic circumstances. Rooted in social justice values, we believe that everyone deserves quality care, support and respect.

POSITION SUMMARY

The Indigenous Cultural Support Worker (ICSW) supports a welcoming, respectful and culturally safe environment for healing and access to care through a lens of cultural sensitivity and safety.

The ICSW supports awareness and understanding of traditional Indigenous cultures and practices through activities that may involve participants and staff using a culturally informed approach that is rooted in harm reduction and self-determination; and supports individual and program linkage and referral to culturally appropriate resources in the community for community members. This position is meant for individuals who identify as First Nations, Metis and/or Inuit.

QUALIFICATIONS:

Many forms of education and experience are valued, including volunteering and lived experience. An equivalent combination of education, training and lived experience may be considered. Minimum education and experience includes:

- Diploma in community social services
- One year of recent, related work experience with an emphasis on health, mental health and/or social services including one to one group facilitation
- Demonstrated knowledge regarding diverse Indigenous worldviews, cultures, traditions, and ways of healing and recovery
- Demonstrated understanding of harm reduction and trauma-informed practice

KEY SKILLS AND ABILITIES

- Ability to use a client centered, strength-based approach when working with individuals and groups
- Ability to work both independently and collaboratively as part of a team

- Ability to build a network of Indigenous Elders, Knowledge Holders, and organizations
- Ability to establish workload priorities, adjust to new or unexpected events, problem solve, and deal effectively with conflict situations
- Level 'C' CPR (AED certificate included) is an asset
- Demonstrated proficiency in a local Indigenous language (Ojibway, Dakota, Cree) is an asset

REQUIREMENTS:

- Understanding of and commitment to Klinik Vision, Mission and Values
- Proficient in English, oral and written
- Ability to maintain confidentiality
- Computer skills including proficiency in MS Office Suite
- Physically capable of performing duties related to the position, including assisting clients with differing abilities to access services and participate in ceremonies and events
- Able to work in a variety of settings including primary care clinic site, alternative community and residential venues
- Willing to work flexible hours of work including evenings and weekends
- Willing to perform other duties, as assigned
- Satisfactory Criminal Record, Child Abuse and Adult Abuse Registry checks

RESPONSIBILITIES:

- Contribute to creating and maintaining a safe, culturally appropriate, welcoming, non-judgmental, and non-stigmatizing Klinik atmosphere, including greeting visitors, and being the first point of contact for questions and information pertaining to Klinik.
- Act as the initial point of contact for community members and clients
- Work alongside agency assistants, floor medical assistants, community hosts and welcome volunteers to welcome community members, new and existing clients to help navigate services, including explaining and assisting with researching services outside of Klinik, completing application forms for programs and services within Klinik and partner organizations.
- Support community members and or clients with smudging as and when required.
- Work with the Community Health Outreach Worker to design and develop programs for community that are culturally relevant and safe.
- Maintain and/or develop a resource database as a referral source for cultural services and supports
- Maintain accurate and timely documentation.
- Maintain inventory of programming supplies and replenish as needed.
- Participate in the orientation of new staff, volunteers, and students.
- Consult with the management team regarding client complaints, serious occurrences, high-risk situations, computer problems, and conflicts that remain unresolved at other levels.
- Work from a harm-reduction, trauma-informed, and client-centered approach from an Indigenous lens.
- Utilize successful de-escalation strategies to support clients experiencing trauma, mental health, or behavioral challenges in accordance with policies and procedures.

SALARY RANGE

\$24.074 per hour - \$27.817 per hour

APPLICATION PROCESS

- Application Deadline: July 4, 2025
- Email cover letter and resume to: jobs@klinik.mb.ca
- Please use "Job Posting #2025-056" in all correspondence

Klinik is committed to working towards having a more equitable and diverse work force at all levels of our organization. We welcome and encourage persons who reflect the diversity of the communities we serve to apply, those who identify as Indigenous, Black, Persons of Colour, 2SLGBTQQA+, and/or those living with disabilities. Applicants are invited to self-declare in their cover letter.

Accommodations are available upon request during the assessment and selection process. Applicants are asked to please self-declare in their cover letter.

Thank you for your interest. Only candidates selected for an interview will be contacted.