



IDENTIFICATION

Department	Position Title	
Executive & Indigenous Affairs	FILU/MMIWG Program Coordinator	
Position Number	Community	Division/Region
11-17585	Yellowknife	Gender Equity Division

PURPOSE OF THE POSITION

The Family Information Liaison Unit (FILU) is responsible for ensuring the effective delivery of the FILU program by providing quality assurance through monitoring, and evaluation, as well as program support. In addition to the above, the FILU/MMIWG Program Coordinator will be required to take on a client case load that includes conducting research and providing information to clients, participating in interagency support and case management to ensure NWT families of missing and murdered persons are able to access a range of short and long term supports related to the loss of their loved one.

The FILU/MMIWG Program Coordinator is responsible for conducting research and analysis to provide informed and coordinated services to the Government of the Northwest Territories and its residents in supporting families of missing and murdered Indigenous Peoples, including women, girls, and 2SLGBTQQIA+ people and men and boys. This position researches and navigates within and between service systems, including all relevant FILU partners and programs, to gather case-specific and/or general information and provide organizational management to sensitive information that family members are seeking, ensuring that information is provided to family members in a trauma-informed and culturally sensitive manner.

The FILU/MMIWG Program Coordinator also facilitates connections with available services and supports promoting wellness and healing through cultural programs, navigating systems, and assisting with accessing grief counselling.

The FILU/MMIWG Program Coordinator proactively works within the FILU team and the Gender Equity Division on addressing GNWT's Changing the Relationship Action Plan: In Response to the Calls for Justice on Missing and Murdered Indigenous Women, Girls, 2SLGBTQQIA+People.

SCOPE

The Department of Executive and Indigenous Affairs is the lead on the Family Information



Liaison Units. FILUs are in every province and territory and help families of missing and murdered Indigenous women and girls (MMIWG) find information about what happened to their loved ones. This position works to advance the interests of the GNWT on the MMIWG landscape, accessing additional funding where necessary, and working in partnership with departments, non-profit organizations, and Indigenous Governments.

Reporting to the Project Manager, Family Information Liaison Unit, the FILU/MMWIG Program Coordinator works collaboratively with the Gender Equity Division (GED), within the Family Information Liaison Unit, and with its partners.

The position works within a legislative and policy framework and carries out its responsibilities in accordance with GNWT and federal legislation, regulations, policies and government procedures. Territorial legislation includes the Public Inquiries Act, Victims of Crime Act, Coroners Act, Access to Information and Protection of Privacy Act, The Missing Persons Act and Regulations, Traditional Knowledge Policy (53.03), NWT Response to the Truth and Reconciliation Commission, and Changing the Relationship: GNWT's response to 'Reclaiming Power and Place: The Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls'. Within the Federal Legislation and Acts, by operating within the Criminal Code, Inquiries Act, and RCMP Act.

RESPONSIBILITIES

1. Investigates, validates, maintains and manages the FILU clients and family members of MMIWG2S+ individuals by:

- Maintain clear, concise and detailed sensitive information on participants' and clients' files that include referrals, assessments, Participant Contact Forms (PCFs), reports, consent forms, applications, correspondence, and participants' requests
- Maintain detailed notes on interactions with participants and provide trauma-informed support to participants and the FILU team to ensure correct and pertinent information is in the FILU database in a timely manner.
- Develop and maintain an accurate electronic system that reflects number of participants, services, gender, needs, socioeconomic status, for quarterly reports to Justice Canada and GNWT's senior management.
- Investigates, researches and asks sensitive questions to obtain relevant information on missing and/or murdered persons from several sources including the coroner, RCMP, news sources and family members
- Builds and sustains effective working relationships with the FILU team and work collaboratively with media, stakeholders, departments, Indigenous governments, and non-government organizations, as well as with family members of MMIWG2S+ people

2. Provide expertise, advice and implementation on GNWT's Changing the Relationship Action Plan: In Response to the Calls for Justice on Missing and Murdered Indigenous Women, Girls, 2SLGBTQIA+People (MMIWG), and the Family Information Liaison Unit (FILU):



- Coordinate with GNWT's Departments with updates on departmental activities for the annual GNWT's MMIWG Annual Report.
- Coordinate the department's responses for the MMIWG annual in preparation of tabling the annual report in the Legislative Assembly.
- Provide program analysis, support, and advice based on research, data analysis, interjurisdictional trends, funding support, and best and/or promising practices for the Family Information Liaison Unit.
- Develop informed approaches, policies and strategies under the direction of the Director and FILU Project Manager.

3. Prepare and develop briefing materials, Minister Statements and divisional communications materials and speaking materials for the FILU team and the Gender Equity Division.

- Develop presentations, speaking notes, briefing materials and communications and promotional materials for the FILU team.
- Update Gender Equity Division's communications calendar of FILU's activities and services
- Participates in public speaking engagements regarding the role of FILU, and partners with community agencies to provide trauma informed services and support for survivors of MMIWG, and survivors of violence against Indigenous women and girls
- Develop and present Family Information Liaison Unit's services and GNWT's MMIWG2S+ Calls for Justice actions in a team setting
- Proactively initiate work within the unit with direction and collaboration with the FILU Project Manager and the Director, Gender Equity Division.
- Maintains a liaison between families and community agency personnel, government organizations, and police to advocate for the needs/interests of the families of MMIWG
- Establishes a community-based FILU Circle of Support that includes building and maintaining strong ties with community organizations in the provision of culturally sensitive and trauma informed services for Indigenous women and their families
- Represents FILUs at meetings of FPT working groups, community groups, services, agencies, and local police services regarding issues of MMIWG, and violence against Indigenous women and girls

4. Recognizes prejudices and systemic barriers may exist and implement changes within GNWT on providing trauma informed navigation activities eliminate these barriers for and with family members of MMIWG2S+:

- Develop and maintain strategic partnerships with NWT organizations and GNWT departments who have responsibilities that may impact family members in finding their missing and/or murdered family members
- Maintain a strong understanding of territorial, provincial, national, and domestic



political environments, as well as knowledge of relevant GNWT statutes, regulations, policies, procedures

- Display strong interpersonal, mediation and negotiation skills to appropriately interact with participants, partners, and the public.
- Recognize the need for a strong position in these areas while working within the confines of legislation and budgetary restraints.
- Ensure the GNWT is responding to within legislation MMIWG and FILU related concerns appropriately, and in some areas proactively.
- Work collaboratively with other FILUs, MMIWG programs, and will coordinate the MMIWG Advisory Committee work for GNWT.

5. Ensures the program safety policies are always followed and maintains safe practices while working including having a clear escape plan if needed:

- Promptly address any potential or actual conflict with clients using de-escalation techniques
- Demonstrates professional and personal boundaries
- Non-violent crisis intervention training
- Deep knowledge of how trauma affects behaviour, health, and coping mechanisms.
- Seek opportunities to develop and maintain knowledge and practice of Indigenous values and cultures, in a manner appropriate to the individual and position.
- Establish a personalized wellness plan to prevent burnout and prioritize personal wellbeing.

6. Evaluate the Family Information Liaison program for effectiveness and efficiency and review emerging needs based on trends research, data analysis, available funding, and collaborative arrangements:

- Work to position the GNWT and programs to advantage and leverage available resources at all stages
- Ability to integrate and commit to actively upholding and consistently practicing personal diversity, equality, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.
- Ability to build and sustain effective working relationships in a team environment as well as work collaboratively with media, stakeholders, departments, Indigenous governments, and non-government organizations and NWT residents in sensitive and trauma informed approaches.
- Monitor the direction and development of issues and initiatives in other departments, levels of government, Indigenous organizations, non-government organizations, and private industry where MMIWG and FILU interests intersect.

7. Develop and maintain networks and interdepartmental working relationships by providing subject matter expertise in navigating through complex issues



while providing relevant guidance and interpretation on MMIWG related issues:

- Proactively represent the Family Information Liaison Unit, and/or the Gender Equity Division during all meetings, interactions and events regarding the Calls for Justice and the Family Information Liaison program.
- Identify and assess new policy announcements made by the federal government that have the potential to impact MMIWG and FILU programming in the NWT

WORKING CONDITIONS

Physical Demands

No usual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

The incumbent must use combined senses to maintain an awareness of their working environment to prevent potentially disruptive and dangerous incidents when working directly with clients from occurring.

Mental Demands

The incumbent deals directly with families in crisis and other complex client situations that creates exposure to emotionally disturbing experiences and potentially hostile and unpredictable behaviour, such as physical or verbal threats.

Regular travel is required to NWT communities for FILU outreach and related activities, and occasional travel south to attend training, conferences and/or to accompany clients.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of colonial history and contexts for understanding inequities in health and wellness outcomes and access to services, including but not limited to the residential school system and systemic racism
- Oral, written and electronic communication skills; as well as the ability to adapt communication styles to accommodate different needs with tact and diplomacy
- Ability to build and sustain effective working relationships and work collaboratively with stakeholders, departmental representatives, Indigenous governments, and non-government organizations.
- Program development and implementation; conducting investigations; interpreting and applying legislation and/or policy; developing and delivering presentations or training information.
- Ability to conduct research and to keep abreast of new trends to facilitate harmonization with other jurisdictions.
- Knowledge of standard computerized office software including word processing, spreadsheet, presentation, electronic mail, and communications.



- Ability to develop and express analyses, ideas, concepts, judgments and recommendations to professionals and lay people in a clear and concise manner using appropriate verbal, written and graphic means.
- Provides input, suggestions and ideas on improvements to protocol, procedures and processes in support of the operation and administration of the program
- Provides support to the implementation, e.g. fosters positive working relationships and provides advice on issues related to MMIWG
- Develops and implements local strategies to increase awareness of the issues and the reality of the lived experience of survivors of MMIWG, and survivors of violence against Indigenous women and children
- Explains the operations of the justice system to families of MMIWG to provide family members with a holistic understanding of the history of the case they are inquiring about
- Knowledge of issues pertaining to violence against Indigenous women and girls and families of MMIWG, specifically domestic violence, sexual violence and child abuse, exploitation, victimization, homicide, missing persons, death related cases, etc.
- Knowledge of policies and processes followed by government bodies in cases of missing and murdered Indigenous women and girls; and an understanding of the criminal justice system, criminal code and other related legislation impacting program delivery to provide advocacy, advice and assistance to Indigenous individuals and families of MMIWG, and survivors of violence against Indigenous women and girls
- Knowledge of needs of Indigenous individuals and families of MMIWG including crisis and violence intervention and case management; culturally relevant gender-based analysis; and culturally relevant resource services
- An understanding of the impacts of colonization, Indian Residential Schools, the Indian Act and the child welfare system, and the 60's scoop on Indigenous Peoples as contributing factors to high levels of violence against Indigenous women and girls
- Knowledge of the delivery of trauma-informed services, crisis response and intervention, and an understanding of the effects of trauma, grief and loss relating to victims of violence of Indigenous women and girls, and for families of MMIWG; intervention and crisis response skills to respond to clients in crisis, who may be traumatized
- Knowledge of risk assessment and safety planning, to assist participants to identify safety concerns and develop plans to access services including unique context of remote Indigenous communities
- Knowledge of services provided by community agencies to arrange appropriate referrals for individuals and families, to foster co-operation in service provision, and to build partnerships and educational networks
- Oral and written communication skills to provide front-line services and case information to the families of MMIWG; and to prepare case file information, correspondence, reports and forms related to services
- Develop and implement local strategies to increase awareness of the issues and the



reality of the lived experience of survivors of MMIWG, and survivors of violence against Indigenous women and girls; and to make referrals to families when it is beyond the mandate of the FILU such as to police services, regulatory bodies, trauma and counseling supports, and community organizations

- Knowledge of the system of governance in the NWT and an understanding of the NWT's economic, social, cultural and political environment.
- Written communication skills for a variety of areas including Ministerial and Departmental briefing notes and correspondence, policy, annual reports and program documents.
- Ability to prepare and/or analyze, interpret and critically assess information, legislation, policies, provincial/territorial/federal and departmental initiatives, and Cabinet and FMB direction.
- Ability to communicate with Federal and GNWT departments, Indigenous governments, Indigenous organizations, non-governmental organizations, community governments, stakeholders and contractors.
- Research, analytical, problem solving, planning and travel coordination skills, within GNWT's systems.
- Organizational skills, including facilitation for meetings, presentation development, meeting note taking, group discussions, and training workshops.
- Computer skills for data management, communication materials, project tracking, travel coordination and community presentations and visits.
- Ability to manage projects, time, resources and tasks efficiently and effectively.
- Ability to speak publicly, facilitate discussions, work as a team player as well as work independently.
- Ability to work effectively in a cross-cultural environment.
- Understanding of northern cultures, languages and people.
- Experience working with Elders and community leaders.
- Ability to actively uphold and consistently practice personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A university degree in Business, Public Administration, Political Science, Social Work, or the Humanities, Law or a related field, with two years of relevant experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check



French language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

Indigenous language: Select language

- ☐ Required
☐ Preferred