

# EMPLOYMENT OPPORTUNITY



**POSITION:** Indigenous Community Mediator (FULL-TIME)  
**LENGTH:** Until December 31, 2021 (with possibility of extension)

The Native Friendship Centre of Montreal (NFC or 'Centre') is a non-profit, non-sectarian, autonomous community development agency, whose principal mission is to promote, develop and enhance the quality of life in the urban Indigenous community of Montreal. We are currently seeking 2 highly qualified individuals to assume the position of Indigenous Community Mediator.

## **Position context:**

For several years, there has been an increase in the number of Indigenous people experiencing homelessness in the Plateau Mont-Royal borough. The pandemic has exacerbated the situation with the reduction of available community resources. Participants involved in the field have noticed an increase in cases of violence within the community as well as towards passers-by and shopkeepers and other public safety risks.

## **Objectives of the project:**

- Decrease conflicts and tensions in the public space and increase the sense of security of people experiencing homelessness and people living in this area;
- Involvement of stakeholders in finding and implementing solutions. Stakeholders include: people experiencing homelessness, the borough, the SPVM, and any citizen/merchant groups;
- Creating better communication channels between stakeholders.

## **ACCOUNTABILITY**

Under the immediate supervision of the Services Coordinator or their designate, the Mediator is responsible for providing impartial guidance to the homeless Indigenous community and other stakeholders around the Plateau Mont-Royal borough. They would work closely with other staff and our partners to provide culturally safe spaces for open and effective conversations, exchange, and collaboration with all the participants involved. In addition, mediators would be expected to provide information, accompaniment, and referral in relation to three (3) primary objectives: 1. Prevention; 2. Awareness; 3. Access to resources

## **Responsibilities:**

- Reach out to Indigenous participants and other stakeholders to help them define the issues that affect them with the goal of promoting a safe space of mutual exchange, understanding and empathy between all the different actors;
- Circulate on the territory to meet people in a situation of homelessness or at risk of homelessness in order to establish trusting relationships;
- Ensure the safety of individuals in the areas targeted by the organization (i.e. Plateau-Mont-Royal, around Milton-Parc, and vicinity.)
- Respond to emergency situations and intervene in crises;
- Promote social cohabitation and a sense of security, notably through intervention and social mediation between the various occupants of public space, including during events;
- Investing in understanding the reality of urban Indigenous homelessness, integrating community values and adapting its approach to be culturally relevant;
- Collaborate with other community partners (i.e. First People's Justice Centre, ISWP) to establish an consensus on how to operate in public space but also to identify alternatives to issues affecting them;
- Reduce the obstacles to communication by building a constructive process for resolving conflict between individuals, groups and organizations;

## **Partnerships/collaboration:**

- Act as a liaison with community stakeholders and resources
- Work in collaboration with relevant SPVM and STM teams
- Establish and maintain collaborative referral relationships with community resources and partners
- Response and follow-up to reports of complaints and concerns from the community
- Meet with merchants and residents in the area and other places frequented by the homeless population in order to improve cohabitation in public spaces

## **Operations**

- Write security and incident reports;
- Participate in team meetings, clinical discussions and trainings;
- Enter data required for statistics according to deadlines;
- Carry out an integration plan in the community and design an intervention development plan

## **Professional Qualifications:**

- Ability to build and maintain a respectful and trusting relationship with the Indigenous community;
- Minimum of 2 years of experience in the field and with marginalized populations;
- Knowledge of the territory, local resources and social issues;
- Demonstrate autonomy, integrity and adaptability;
- Be comfortable with the Windows environment and the Office suite;
- Be able to pass a criminal background check;
- Languages: Fluent in French (written and oral) and English (oral)

## **Abilities:**

- Agile and flexible in approach;
- Empathetic;
- Impartial;
- Good networking skills;
- Good teamwork skills

## **Assets**

- Bachelor's degree in social sciences (social work, psychology, sociology, criminology) or equivalent experience;
- Experience working with homeless and/or Indigenous people;
- First aid card required;
- Basic knowledge of Inuktitut or other Indigenous languages;
- OMEGA training

## **WORKING ENVIRONMENT/HOURS**

Mediators work primarily in the field and will be required to travel by foot and public transit. Some office work (in person) will also be required. This is a full-time position (37.5 hours per week), Monday through Friday, days, evenings and weekends (may vary). Hourly rate: \$25/hr plus benefits. Attendance at events, meetings, training, and workshops is mandatory.

**CLOSING DATE:** Applications will be accepted until the position is filled.

**START DATE:** July 26, 2021

**PLEASE FORWARD YOUR RESUME AND COVER LETTER via email to:**

**Native Friendship Centre of Montreal Inc.**

**2001, Blvd St-Laurent  
Montreal, QC H2X 2T3**

[info@nfc.org](mailto:info@nfc.org)

Fax: 514.499.9436

<https://nfc.org/en/>

*Only those applicants selected for an interview will be contacted.*

*Preference will be given to Indigenous (First Nations, Métis, Inuit) applicants but all are encouraged to apply*