



Job Posting

Jordan's Principle Off Reserve Case Coordinator

3 Temporary Positions

About SERDC:

Southeast Resource Development Council (SERDC) is a dynamic Indigenous-led non-profit organization that focuses on the needs of our member communities. We strive to make a meaningful impact by supporting our people through on and off-reserve programs and services.

We serve eight member communities consisting of Berens River First Nation, Brokenhead Ojibway Nation, Bloodvein River First Nation, Black River First Nation, Hollow Water First Nation, Little Grand Rapids First Nation, Pauingassi First Nation and Poplar River First Nation.

SERDC Health is accredited by the Canadian Accreditation Council to provide exceptional 2nd level services to eight or more First Nations communities in Manitoba. We are community driven and seeking motivated individuals who are willing to learn and make a difference in First Nations health.

Conditions of Employment:

- Must produce a satisfactory Criminal Record Check (including Vulnerable Sector Search).
- Must produce a satisfactory Child Abuse Registry Check.
- Must produce a satisfactory Adult Abuse Registry Check.

Salary commensurate with experience.

SERDC recognizes the importance of building an exemplary service delivery organization. We are committed to employment equity, diversity, and inclusion, and are proud to support career opportunities for Indigenous peoples to reflect the communities we serve.

Preference will be given to qualified SERDC community members or First Nation applicants who voluntarily self-declare in their application.

***Reasonable accommodation is available upon the applicant's request. ***

We thank all applicants for their interest in this position; however, we will only be contacting candidates selected for interviews.

Closing Date: all applications must be received by **July 31st, 2026, at 4:00PM.**

How to Apply: Apply on our website and specify the position of interest <https://serdc.mb.ca/careers>.

Job Description

Job Title	Jordan's Principle Off Reserve Case Coordinator
Reports To	Children and Youth Program Manager
Division	Health Programs
Department	Children and Youth Programs

Job Purpose

Reporting to the Children and Youth Program Manager, the Jordan's Principle Off Reserve Case Coordinator, assists individuals, families and communities to identify and deal with any denials, delays, disruptions of public services ordinarily available to children.

The Jordan's Principle Off Reserve Case Coordinator is responsible for ensuring the highest standards in programming and delivery are maintained for off reserve SERDC children enrolled in the Jordan's Principle Initiative.

Duties and Responsibilities

1. Program Delivery & Facilitation

- Work with and/or act as a workshop facilitator to ensure excellence in program delivery.
- Implement program-related workshops, services, and community/social service programs.
- Promote and advertise the program, including participation in health fairs, public health events and cultural events.

2. Client Intake, Case Management & Support

- Complete intakes as required for children referred to the SERDC Off-Reserve Jordan's Principle Program.
- Conduct assessments and work collaboratively with families to identify strengths, needs and goals.
- Assist clients in identifying options and developing comprehensive case plans.
- Ensure coordinated case and care plans are developed, maintained, implemented, and monitored for each child and their family.
- Make appropriate referrals to internal and external agencies or interventions as required.
- Conduct follow-up calls with clients and accurately document information gathered.

3. Collaboration & Community Partnerships

- Create and maintain positive working relationships with community service providers.
- Liaise and maintain contact with service agencies and health care providers involved with clients to support coordinated care and obtain feedback on client progress.
- Attend meetings as required.

4. Reporting, Documentation & Evaluation

- Prepare reports for funders and liaise with referring sources, ensuring reporting requirements are met.
- Maintain accurate case files, documentation and case notes.
- Maintain accurate program statistics for evaluation and research purposes.
- Ensure all documentation is completed accurately and in a timely manner.

5. Other related duties as assigned.

Qualifications/Skills

Education

- Bachelor's degree in social work, RN/BN or LPN
- Registration to appropriate regulatory body.

Knowledge, Skills and Experience

- Minimum of 3-5 years of experience in related field.
- Knowledge of Jordan's Principle and case management practices.
- Knowledge of community resources available to clients and their families.
- Ability to use tact and good judgment in dealing with sensitive and complex issues.
- Must have strong written and verbal communication skills.
- Counselling skills and strong conflict resolution skills.
- Good knowledge of the social services systems, the educational system, the courts and penal systems is essential for successfulness in the delivery of service to SERDC communities and members.
- Proven flexibility and patience towards scheduling and effective interaction with diverse groups, co-workers, management, client groups, stakeholders, and leaderships.
- Understanding, sensitivity, and cultural awareness of the social and cultural history of Indigenous peoples.
- Ability to work independently with minimal supervision and demonstrate initiative.
- Attention to detail and accuracy in data entry, documentation, and record management.
- Awareness of privacy, confidentiality, and information-management requirements.
- Strong interpersonal and customer service skills, with the ability to interact professionally with diverse clients, leadership, and stakeholders.
- Proficiency in Microsoft Office applications (Word, Excel, Outlook, PowerPoint).
- Must have a valid driver's license, access to a reliable vehicle.
- Must produce a satisfactory Criminal Record Check (including Vulnerable Sector Search).

- Must produce a satisfactory Child Abuse Registry Check.
- Must produce a satisfactory Adult Abuse Registry Check.

DESIRED:

- Ability to speak Ojibwe.

Working Conditions

- Willing and able to travel by all forms of transportation, to remote and northern First Nation communities in Manitoba.
- Work a standard work week of 40hrs.
- Additional hours beyond the standard regular hours of work may be required.

Physical Requirements

- Overall, Strength Demands: Medium strength demands include exerting 20-50 pounds occasionally, 10-25 pounds at times, and or up to 10 pounds some of the time.
- Repetitive desk tasks in an at times fast paced/busy environment.
- Computer Equipment and Software: Computer, fax/copier machine, calculator, telephone, and scanner.