CHAMPAGNE and AISHIHIK FIRST NATIONS

Identification: Income Assistance Manager

Department: Dän Ts'äh Nännji; Community Wellness

Supervisor: Director, Community Wellness

Date: November 9, 2026

Wage Level: 9

A. **Job Summary:**

Reporting to the Director of Community Wellness, the Income Assistance Manager is responsible for the overall administration, delivery, and continuous improvement of the Income Assistance Program in accordance with the Yukon Income Assistance Act, procedures and regulations.

This role ensures equitable, culturally safe, and client-centered service delivery, while supporting individuals and families in strengthening self-reliance through employment readiness and coordinated, wraparound supports. The Manager provides leadership to staff, oversees program compliance, and works collaboratively with internal departments, community partners, and governments to strengthen outcomes for clients.

B. **Main Duties:**

1. Oversee the delivery of the Income Assistance Program in full compliance with the Yukon Income Assistance Act, regulations, and organizational policies by:
   - Ensuring consistent, fair, and transparent eligibility assessments, benefit calculations, and case management practices.
   - Developing, implementing, and monitoring internal policies and procedures in alignment with territorial legislation and best practices.
   - Overseeing the use and administration of the Income Assistance software to ensure accurate data entry, case notes, and timely processing of applications and benefits.
   - Ensuring all client interactions and decisions are documented through clear, accurate, and timely case notes that meet legal, audit, and organizational standards.
   - Working collaboratively with the CAFN Finance department to ensure processes related to income assistance delivery, including benefit issuance, reconciliation, coding, and tracking of expenditures are in alignment with program budgets and funding requirements.
   - Ensuring accurate financial administration, budgeting, reporting, and accountability of program funds.
   - Monitoring program outcomes and performance indicators.
   - Building and overseeing a dedicated team to support Whitehorse-based clients, ensuring continuity of care, culturally appropriate service delivery, and full alignment with the Yukon Income Assistance Act and organizational policies
   - Maintaining monthly, quarterly and annual statistics.
   - Preparing required reports for senior management, leadership, and funders.
   - Ensuring accountability and transparency.

2. Supporting individuals and families in strengthening self-reliance through employment readiness and coordinated, wraparound supports by:
   - Working collaboratively with internal departments, community partners, and governments to strengthen outcomes for clients
   - Supporting clients in accessing pre-employment supports, including: job search support, skills development, training opportunities and education or workforce initiatives.

- Integrating culturally relevant and trauma-informed approaches that recognize barriers such as intergenerational trauma, colonial impacts, housing instability, and health challenges.
- Building partnerships with employers, training providers, and community organizations to enhance employment pathways for clients.
- Overseeing case planning processes that support client goals toward self-reliance, including individualized case plans and ongoing progress monitoring.

3. Provide leadership, supervision, training, and mentorship to income assistance intake staff, including case managers and income assistance administrative staff by:
   - Ensuring staff maintain informed knowledge of legislation, policy changes, and best practices in income support and employment services.
   - Promoting client dignity, confidentiality, and equitable access to services at all times.
   - Working collaboratively with the Community Wellness staff to implement and oversee delivery of programs including land-based camps, parenting programs, youth supports, food security, and wellness workshops.
   - Supporting recruitment, training, and retention of staff.
   - Providing training, mentoring, and performance management of program coordinators and support staff.

4. Perform other duties such as:
   - Support continuous improvement through evaluation and feedback.
   - Address complex client situations, appeals, and disputes with professionalism and adherence to Income Assistance legislation.
   - Ensure confidentiality and ethical practices at all times.

C. **Job Knowledge and Skills**

Education and Experience:
A degree or diploma in a related field, or an equivalent combination of education and experience, is preferred. The successful candidate will have 3 to 5 years of experience in income assistance, social services, or program management, including staff supervision and the application of relevant legislation and policies. Strong skills in financial management, reporting, records administration, leadership, communication, and relationship building are required. Knowledge of employment barriers, professionalism, confidentiality, and ethical decision-making are essential. Knowledge of Dan'ke and a willingness to learn CAFN culture, traditions, language, and values are considered important assets.

Job Knowledge:
Knowledge of the social structure of CAFN, families and the social condition and social dynamics prevailing in the community.
Knowledge of CAFN history, culture, demographics, goals & aspirations.
Knowledge of First Nation Government systems.
Knowledge of Territorial & Federal Government and other agencies including funding provisions and regulatory requirements.
Knowledge of financial management or business administration practices including: monitoring several program budgets, developing annual work plans based on fixed budgets.

Management Skills:
Strong working knowledge of the Yukon Income Assistance Act and related policies and regulations
Understanding of Indigenous approaches to wellness, community care, and holistic support systems
Ability to balance compliance requirements with compassionate, client-centered service delivery
Excellent leadership, decision-making, and conflict resolution skills

Strong financial management, reporting, and administrative skills
Effective communication and relationship-building abilities
Ability to manage complex caseloads and sensitive situations with professionalism
Self-starter with strategic focus, demonstrated service coordination skills
Ability to maintain confidentiality and privacy
Ability to manage stress effectively

Specific Skills:
Strong knowledge of the Yukon Income Assistance Act and Regulations, including eligibility and compliance
Proficiency in case management systems (e.g., AIS for client tracking, case notes, and reporting)
Experience with financial processes, including benefits calculation, budgeting, and reconciliation
Strong data management, documentation, and records management skills with a high level of accuracy
Ability to interpret and apply legislation, policies, and program guidelines
Experience preparing statistical and narrative reports for leadership and funders
Proficiency in Microsoft Office, particularly Excel for tracking and reporting
Knowledge of privacy, confidentiality, and information-sharing protocols

Interpersonal Skills:
Excellent communication, relationship-building, and conflict resolution skills.
Utilize non-judgmental, strength based and trauma informed approach
Deep desire to learn and advance skill development to contribute to a stronger CAFN Nation and Citizenship
Strong decision making, communication and problem-solving skills
Discretion, tactful and compassionate approach
Ability to build and sustain effective relationships with staff, citizens, the public, and partner agencies.
Ability to foster trust, acceptance and interest at the community level
Ability to work flexible hours
Experience in conflict management, mediation and problem solving
Team oriented professional

D. **Decision Making:**

Goals, objectives, and overall direction for this position are established by the Director of Community Wellness. The incumbent is expected to work independently in determining how those goals, objectives, and priorities will be met and in developing and maintaining contacts with appropriate organizations and individuals. The incumbent is responsible for managing all day-to-day aspects of the Income Assistance Programs.

The incumbent is expected to work independently to ensure that the objectives of their programs are achieved. They are often required to be creative and innovative when solving problems to support individuals and families in strengthening self-reliance through employment readiness and coordinated, wraparound supports, and to find ways to incorporate traditional concepts and/or philosophies into the problem-solving approach and resolution. Income Assistance initiatives should support a holistic approach that recognizes and includes the physical, mental, social, cultural, and spiritual aspects in design and delivery of programs and services when possible.

The nature of problems to be solved by the incumbent range from straight forward to complex issues with no precedence for guidance. The Income Assistance Manager exercises initiative and informed decision-making in implementing legislation, policies, procedures, and program priorities.

E. **Impact/Accountability:**

The Income Assistance Manager is a key representative of frontline service delivery within the Community Wellness Department. Decisions made in this role have a direct impact on access to essential financial, health, social, and wellness supports for CAFN Citizens. This position is responsible for ensuring seamless service delivery, fostering effective collaboration across the Wellness team, and maintaining a high standard of accuracy

in applications, documentation, tracking systems, and reporting.

The Income Assistance Manager is accountable for the efficient and effective management of the Income Assistance Program and providing accurate information, delivering high-quality, equitable, and culturally safe income assistance services. This includes ensuring program integrity, accessibility, and compliance with applicable legislation, policies, and funding requirements. Given the direct impact on client supports and financial benefits, errors or omissions may have significant consequences for Citizens, the Community Wellness Department, and CAFN as a whole.

F. **Positions Supervised:**
Case Managers, Intake and Administrative Support Staff

G. **Working Conditions:**
This position is located in a normal office setting. Some travel may be required. The incumbent is required to deal with stressful situations arising out of crisis intervention and managing competing priorities, meeting deadlines, and responding effectively to time-sensitive and complex situations. There is occasion to deal with angry and emotional clientele. The incumbent will consult with individuals with considerably different values and lifestyles.

H. **Conditions of Employment**

- A valid Yukon Class 5 driver's license.
- Criminal Records/Vulnerable Sector Check
- Valid First Aid Certificate or willing to obtain
- Willingness to work evenings and/or weekends, as required
- Extended workdays may be required to accomplish tasks and meet workload demands during peak periods, as directed
- Mandatory confidentiality is a condition of employment for all CAFN personnel
- All Champagne and Aishihik First Nations employees are expected to conduct their duties in a harmonious and cooperative manner intended to enhance the First Nations efforts to build a strong and prosperous Government.

I approve this position description as being representative of the work I require to be performed and that the responsibility and authority levels identified have been delegated to this position. This job description has been designed to indicate the general nature and level of work to be performed by the employee. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities assigned to this job.

Monique Martin
A/Director of Human Resources — November 9, 2026
Date

Jennifer Lee
A/Director, Community Wellness — November 9, 2026
Date

Employee — Date