# Employment Opportunity
# Natoaganeg First Nation

**Position Title:** Resident Support Worker
**Program:** Nignen Women's Shelter
**Salary:** Starting at $23.69/hour
**Hours of Work:** Rotating 12-hour shifts - Days, nights, evenings, and weekends
**Status:** Full-time
**Anticipated start date:** November 9th, 2026

Nignen Women's Shelter provides emergency shelter, services, and supports to women, their children and the 2SLGBTQQIA+ community, who are experiencing or have recently experienced intimate partner violence in Indigenous communities in New Brunswick. Nignen strives to be a center of excellence in providing the highest level of trauma-informed, culturally sensitive support. The shelter is recruiting a team of full-time and casual crisis support staff to become part of this essential work. Employees will be provided with training and orientation upon commencement of their employment.

**Suitability**

The ideal candidate for this role is empathetic and compassionate. They are a confident decision-maker with the ability to build trust and resolve conflict. A solid understanding of First Nations history and culture is essential. Lived experience related to the position is a definite asset. Female applicants of indigenous ancestry preferred.

**Responsibilities**

- Responding to calls on the 24-hour crisis line
- Providing care and support to residents and their children
- Aiding with assessment and intake
- Providing safety and security of residents
- Fostering healthy relationships among residents and staff
- Facilitating supports from external social service agencies
- Maintaining exceptional documentation standards and data collection
- Provide updates to colleagues and escalate issues as appropriate
- Housekeeping and food preparation
- Monitor and ensure household standards and policies are upheld
- Adhering to strict confidentiality
- Perform additional duties as requested

**Qualifications and Experience**

- Post-secondary education in social sciences such as human service worker, social service community worker (an equivalent combination of training and experience may be considered)
- Experience working within First Nation communities and knowledge of culture and traditions
- Demonstrated understanding of the barriers, challenges, and the dynamics of violence against women, children, and the 2SLGBTQQIA+ community
- Must be trained or willing to obtain training in CPR/ First Aid, and Non-violent crisis intervention, Safetalk, and other related training
- Demonstrated ability to collaborate with the community, staff, and partner agencies
- Demonstrated commitment to strict client confidentiality
- Ability to meet the physical demands of the position
- Ability to speak the Mi'kmaq language is an asset
- Valid driver's license is an asset
- Successful Criminal Record/Vulnerable Sector Checks
- Proven ability to work within a team environment with respect to professionalism, cooperation, sensitivity, and cultural awareness

Those interested in applying are asked to submit a resume demonstrating the required qualifications and competencies for the position. Please clearly reference competition **2026-WS-02** and forward your application to **Careers@NatoaganegFirstNation.ca** on or before **Octopber 30th, 2026**

While we thank all who have applied, only those selected for an interview will be contacted.