



POSITION TITLE:	CULTURAL SERVICES LEAD SUPERVISOR
DEPARTMENT:	CULTURE & WELLBEING SERVICES
REPORTS TO:	DIRECTOR OF CULTURE & WELLBEING
CLASSIFICATION:	ONE (1) FULL TIME PERMANENT VACANCY
FULL SALARY RANGE:	\$84,782.44 - \$117,109.12*
LOCATION:	CENTRAL REGION OR PETERBOROUGH, ON (HIAWATHA PERMANENT)
POSTING DATE:	DECEMBER 12, 2025
CLOSING DATE:	JANUARY 25, 2026

Dnaagdawenmag Binnoojiiyag Child & Family Services is a multi-service Indigenous wellbeing agency. We provide a stable foundation for children, youth, and families, through wraparound services that are culturally based, and family focused.

PURPOSE OF THE POSITION

Reporting to the Director of Culture & Well-Being Services, the Cultural Services Lead Supervisor (CSLS) is a vital role in the agency's direction of promoting and maintaining cultural identity as an integral component of individual, family and community healing.

The CSLS is responsible for supervising and guiding the Cultural Resources Team while providing overall leadership to the Cultural Services department across the agency, ensuring that culturally appropriate practices are consistently implemented to support the overall wellbeing and development of Indigenous children, youth and families. The role involves program development, team management, cultural promotion, community outreach, and collaboration with internal and external partners.

The CSLS will ensure that all cultural program supports are culturally intelligent services rooted in the culture, beliefs, and values of the Indigenous population we serve, with a focus on a wholistic approach to prevention.

RESPONSIBILITIES

Core Leadership & Strategy:

- Oversee the overall operations and team performance of the Cultural Services teams



- Annual work plan and budget with quarterly progress reports - engage, develop and support their delivery of culturally appropriate services and program activities alongside the Cultural Service staff
- Program calendar and partnership agreements
- Staff development plan and volunteer program framework
- Evaluation framework with KPI dashboard and year-end impact report
- Collaborate with the Cultural Service Supervisors and other internal and external resources including partners, Elders/Knowledge Keepers, and Cultural Resource Advisors to ensure cultural authenticity and relevance in program design.

Human Resources & Team Leadership:

- Staff Supervision: Lead and coach staff, and student placements.
- Performance Management and professional development: Conduct regular wholistic reviews aimed to assess, develop, and support employee wellbeing and growth, while achieving performance related goals, aligned with our values and strategic plan
- Workforce Planning: Schedule coverage, succession planning, and skill development across programs.
- Culture & Wellbeing: Foster a positive, inclusive, and cultural safe, supportive, and values-based workplace; integrate wellbeing practices.
- In challenging situations, support staff in problem solving and decision making and strategizing solutions.
- Handles escalations and complex issues.
- Participate in the review of job descriptions, recruitment activities and effective orientation and off boarding for team members

Data, Evaluation & Reporting:

- KPIs & Dashboards: Track attendance, participation diversity, satisfaction, and program impact.
- Evaluation Methods: Surveys, focus groups, observational data, and qualitative stories.
- Establish mechanisms to assess and measure the effectiveness of services through the evaluation of short- and long-term measurable outcomes.
- Lead in the development, implementation and evaluation of culturally appropriate programs and services that align with the agency's strategic plan and
- Supports the wellbeing of Indigenous children, youth and families.
- Supports the ongoing learning of Agency staff and volunteers.
- Compliance Reporting: Grant outcomes, Council updates, AODA, health and safety, and financial reporting (where required).

Cultural Services Leadership:

- Mentor, Coach, and provide guidance and support to the Cultural Services Supervisors to strengthen leadership skills.



- Collaborate with the supervisors to set departmental goals, strategies, and measurable outcomes in alignment with the Agency's Strategic Plan.
- Foster a positive and culturally safe environment that promotes teamwork and encourages growth and development.
- Provide cultural consultation to other departments in the development and evaluation of programs and services.
- Lead, collaborate and consult in the review of existing policies and procedures, and the development of new policies and procedures, including standards and protocols.

Communication & Coordination:

- Serve as a liaison between management and staff.
- Communicate organizational updates and priorities clearly.
- Coordinate cross-departmental activities when needed.
- Prepare presentations, proposals, briefing notes, etc.

Problem-Solving & Decision-Making:

- Address operational challenges promptly.
- Make informed decisions to maintain service quality and efficiency.
- Support crisis management and risk mitigation strategies.

Community Relations:

- Ensure positive working relationships and partnerships between Dnaagdawenmag Binnoojiiyag Child & Family Services, First Nation partners, all Indigenous communities served and other community collaterals.
- Develop external partnerships in programming that support our children, youth and families and fill gaps in service areas.
- Engage with local Indigenous communities to identify their needs and incorporate those needs into program planning and development.
- Participate in community events to represent the Agency and build relationships.
- Establish and maintain relationships with Indigenous organizations, community groups, and cultural resources to enhance cultural programming and community engagement.

Reporting & Accountability:

- Prepare reports for senior leadership on team performance and outcomes.
- Ensure accurate documentation and compliance with regulatory standards.
- Oversee scheduling, workload distribution and resource allocation
- Lead in the development, implementation, and maintenance of a cultural training plan in collaboration with the Elder/Knowledge Keepers and Staff Trainers to support internal learning and development opportunities.

Equity, Inclusion & Indigenous Relations:



- DEI in Practice: Ensure equitable access and representation in programs, staffing, and communications.
- Indigenous Partnerships: Build respectful relationships; integrate Indigenous perspectives and protocols; support cultural safety.
- Accessibility & Inclusion: Ensure AODA compliance; deliver sensory-friendly programs; remove barriers to participation.

Other Duties:

- Other duties as assigned.

POSITION REQUIREMENTS

Education and Experience Requirements:

- University Degree in Indigenous Studies or a similar degree from a university of recognized standing or, Bachelor equivalency: a combination of a post-secondary diploma in a related field, training, employment, and life experience in a similar role.
- A minimum of five (5) years of progressively responsible management experience in Community and/or Cultural Service delivery with demonstrated leadership and supervisory experience gained within that time.
- At least ten (10) years-experience working with Indigenous people, organizations, and communities, demonstrating commitment to the cultural identity of Indigenous Peoples
- Recognized and respected by their own community as someone who has lived experience and a learned understanding of Indigenous culture and traditional teachings, and they carry themselves within community according to those teachings.
- Demonstrated experience applying an Indigenous lens, gained through life experience, cultural learning and applying systemic change and anti-oppressive practices.
- Experience in group facilitation, and ability to develop and present training materials to small and large groups.
- Demonstrated experience in cultural program development, implementation, and evaluation.
- Experience working within an Indigenous Child-Wellbeing setting would be considered an asset.

Knowledge Requirements:

- Strong knowledge and understanding of Indigenous history, with emphasis on the impact of the child welfare system and colonization on Indigenous children, youth, families and communities,
- Strong knowledge of the history, traditions, values, and cultural practices of Indigenous communities, acknowledging the diversity within and between different Indigenous Nations.
- Understanding of trauma-informed practices and culturally responsive approaches to



providing care and support.

- Knowledge of and commitment to the development of alternative, non-punitive healing approaches derived from Indigenous culture.
- Have a good working knowledge of data collection and standard computer software programs, records management, database systems i.e. Caseworks, CPIN, etc
- A good working knowledge of community services within the Dnaagdawenmag Binnoojiiyag Child & Family Services catchment area and surrounding areas to assist in service provision.
- Knowledge of Indigenous culture and values including awareness of the First Nation, Inuit, and Métis Communities we service.
- A solid understanding of and sensitivity to the experiences of First Nations and Indigenous peoples in Canada, and the impact of the legacy of Residential Schools and the Sixties Scoop upon them is essential.

Ability Requirements:

- Engaged as a healthy member of the community with a strong, demonstrated ability to work respectfully with children, youth, family members, caregivers, co-workers, community, knowledge keepers and allies.
- Commitment and ability to provide services in ways that respect cultural beliefs, values, norms, ceremony, and teachings of Indigenous people.
- Demonstrated ability to effectively develop, implement and evaluate a large scope project in collaboration and consultation with others.
- Excellent communication skills to develop, supervise and support staff effectively and at times to positively handle difficult situations.
- Knowledge of community engagement strategies and experience working with community partners.
- Strong supervisory and leadership skills to effectively lead and motivate teams.
- Ability to organize and prioritize a variety of competing and urgent demands.
- Demonstrated excellent analytical skills to evaluate program needs and results.
- Proficient with the use of MS Suite and database management.
- Effectively manage and secure confidential and private information.
- Communicate effectively in writing and verbally with effective active listening skills.

Mandatory Requirements:

- Provide an acceptable Canadian Police Information Centre Check (CPIC) and Vulnerable Sector Screening (VSS).
- Able to provide a safe vehicle for use on the job, an acceptable Driver's Abstract, evidence of a valid Ontario Driver's License and of Personal Liability & Property Damage insurance coverage for at least \$2,000,000.00.
- Must be willing to work flexible hours including weekends, evenings and holidays as required.



WORKING CONDITIONS

- A working location with a hybrid work from home option is available, subject to initial and ongoing eligibility.
- Travel within the catchment area will be required from time to time.
- At our Agency, we actively encourage a healthy work life balance and aim to ensure working hours do not exceed 35 hours per week and/or do not need to be conducted during evenings and weekends. We recognize however, that the needs of the children, youth and families that we work alongside do require services outside of these hours. We have a flexible work policy where we aim to maintain an 8 hour schedule (inclusive of a 1 hr lunch), but there are occasions where such planning is not possible. In this role, you will need to have flexibility in your work schedule

STARTING SALARY RANGE

- Starting salary is \$84,782.44 - \$103,843.74 - depending on qualifications and experience.

*PLEASE NOTE: The full salary range is the total earning potential for this position. Increases are awarded based on your annual performance review.

The salary was revised on December 15, 2025

TO APPLY

- Please email the following to careers@binnoojiiyag.ca
 - Application for Employment (available at www.binnoojiiyag.ca)
 - Please indicate preferred location in your application
 - Resume (include 3 work-related supervisory references)
- Incomplete Applications will not be considered.
- Only those selected will be contacted for an interview.
- As an Indigenous Child Wellbeing Agency, we give priority to applicants who identify as First Nations, Inuit, Métis, and those with close affiliations.