



## JOB DESCRIPTION

<b>JOB TITLE</b>	Manager, Citizenship Navigation
<b>MINISTRY/DEPARTMENT</b>	Ministry of Citizenship
<b>REPORTS TO</b>	Director
<b>JOB FAMILY</b>	Leadership
<b>CLASSIFICATION LEVEL</b>	Level 1
<b>DATE CLASSIFIED</b>	August 2024

### POSITION SUMMARY

The Manager, Citizenship Navigation is responsible for leading and supporting the citizenship application process. This position manages all citizenship applications received by MNBC and the processes required to advance complete citizenship applications to the Indigenous Research department. The Manager leads a team of Citizenship Navigators that provide direct support to applicants and works closely with the quality assurance department and the Citizenship Relations Coordinator to ensure that the support that is provided is culturally sensitive and the applicant's privacy is protected.

### LOCATION

- Provincial Head Office – Surrey, BC.

### DUTIES & RESPONSIBILITIES

- Manages the Citizenship Navigation department and all citizenship applications received by MNBC.
- Collaborates with other Ministry of Citizenship departments to ensure that citizenship application processes are efficient and create a clear path for applicants.
- Leads a team of Citizenship Navigators and oversees the processing of new applications and citizenship card renewals and replacements.
- Manages the Métis Chartered community acceptance process and ensures that new citizens receive their citizenship cards once they have been accepted.
- Develops and reports out on key outcomes and goals in alignment with the Ministry of Citizenship's strategic plan.
- Develops annual goals in consultation with the Executive Director, the Director and other Managers, and sets and maintains quality levels through audits and evaluations, ensuring all goals are met and reported effectively and on time.
- Collaborates with the MNBC information and technology team in developing and expanding processes and efficiencies in the Citizenship Relations Management (CRM) system.
- Analyzes citizenship navigation statistics and provides regular reports.
- Collaborates with the MNBC communications department and community services on citizenship initiatives that involve Chartered community presidents and citizens.
- Prepares content for the Citizenship webpages on the MNBC website and continuously reviews to ensure content is relevant and up to date.
- Participates in committees and project teams as required.
- Undertakes related duties as assigned, consistent with the job grade of the position.
- Other duties may be assigned as needed to ensure the efficient operation of MNBC.



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- Regular/ occasional attendance at meetings/ events that may require work and travel outside of normal business hours.

### Supervision Given

- Citizenship Navigators

### QUALIFICATIONS

- Diploma in business administration, community development, or a related field from a recognized, post-secondary institution. Bachelor's degree preferred.
- Minimum three (3) years of progressive work-related experience in developing and managing programs, and in leading and supervising a team.
- Minimum three (3) years of program-related work experience in management.
- Minimum one (1) year experience providing leadership to others.
- Experience providing services to community members including building relationships, managing conflicts and expectations in accordance with Ministry of Citizenship Standard Operating Practices.
- A combination of relevant experience, education, and training will be considered.
- Demonstrated ability to effectively communicate both verbally and in writing.
- Proven ability to utilize strong interpersonal skills to deal with others effectively.
- Proven ability to prioritize tasks, meet deadlines, and work with minimal supervision.
- Proven ability to utilize, adapt and embrace new technologies, including Office 365 and other database/software required by the role.
- Knowledge and/or awareness of the historical and contemporary contributions made by Métis people in B.C.
- Possession of, or the ability to obtain, a Class 5 driver's licence may be required.
- The position may require the completion of a Criminal Record Check and Vulnerable Sector Check.

### MNBC VALUES

- **Manâcihitowin (Respect)** - We respect ourselves, others and all Creation.
- **Kwayes'kwât'sowin (Integrity)** - We hold integrity as a core value. We are honest with ourselves, our colleagues, our communities, and our partners. We are reliable and follow through on our word.
- **Ahtsihikêwin (Innovation)** - We draw on the spirit of Métis innovation and bring forward our curiosity and creativity to problem solve and develop new solutions for our people.
- **Tâpahtiyim'sowin (Humility)** - We show and practice cultural humility and cultural agility. We are open to new ideas and recognize the wisdom that surrounds us from others who carry different experiences than ours.
- **Kisîwât'sowin (Kindness)** - We show and practice lateral kindness in our organization and to everyone with whom we interact on behalf of the Nation. We practice kaa-wiichihitoyaahk (we take care of each other.)
- **Sipihkisôwin (Resilience)** - We are resilient and do not fear challenges or setbacks but remain courageous and



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learn from each step of the journey. We channel the courage of our Métis ancestors who faced adversity and remained resilient.

- **Atoskâtowin (Teamwork)** - We work together and actively seek opportunities to share information, collaborate on initiatives, and practice reciprocity for stronger outcomes. We embrace teamwork to achieve greater potential for success.