Job Title: Dispute Resolution Manager – Tribunal Operations Manager
(This position will be transitioning to a new role within Zaag'idiwin)

Organization: Zaag'idiwin Child and Family Services

Salary Range: $87,400 - $92,500 per year

Location: 23 Christine Street, Southampton, Ontario N0H 2L0

Job Type: Full-Time, Contract, One (1) Position

About Zaag'idiwin Child and Family Services:

Zaag'idiwin Child and Family Services is a newly established organization dedicated to promoting the wellbeing of Saugeen First Nation children and families and build capacity to operationalize Saugeen's child wellbeing law, Zaag'idiwin. Saugeen children and families are at the core of who we are - they are our most valuable resources. We believe it is our collective responsibility as Saugeen to care for one another.

Position Summary

The Dispute Resolution Manager is responsible for overseeing the development and implementation of conflict resolution services aligned with Saugeen's child wellbeing law, Zaag'idiwin. This role supports families, children, and service teams in navigating disputes through culturally appropriate, trauma-informed, and restorative processes. The Dispute Resolution Manager will also be responsible for developing frameworks, training facilitators, and working collaboratively across departments and with community leadership.

Key Responsibilities

- Design and implement culturally grounded dispute resolution models rooted in Saugeen values and traditions.
- Provide mediation, facilitation, and restorative dialogue services to support families, caregivers, and child wellbeing teams.
- Develop protocols and processes for early intervention, conflict prevention, and collaborative resolution.
- Train and support a network of internal and community-based facilitators and mediators.
- Maintain confidentiality, safety, and ethical standards in all dispute resolution work.
- Collaborate with legal, governance, and child and family services teams to ensure alignment with the Zaag'idiwin law.
- Track and report dispute resolution cases, outcomes, and trends to support program evaluation and continuous improvement.
- Build and maintain relationships with Elders, Knowledge Keepers, and other cultural advisors for guidance and participation.
- Coordinate with internal departments and external partners for wraparound supports when needed.

- Other related duties as assigned to support the operational success of Zaag'idiwin Child and Family Services.

Qualifications

- Post-secondary degree in Social Work, Law, Indigenous Studies, Conflict Resolution, or a related field.
- Minimum 3 years' experience in mediation, restorative justice, or dispute resolution services.
- Training or certification in mediation, conflict resolution, or restorative practice is preferred.
- Demonstrated ability to apply trauma-informed and culturally safe approaches in sensitive situations.
- Strong understanding of Indigenous legal traditions, community governance, and the child welfare system.
- Excellent communication, facilitation, and interpersonal skills.
- Experience working with Indigenous communities or in a First Nation organization is considered a strong asset.

Additional Requirements

- Clear Criminal Record Check and Vulnerable Sector Check (or willingness to obtain).
- Valid driver's license and access to a reliable vehicle.
- Ability to work flexible hours and travel to meet families or attend community sessions as needed.

Equal Opportunity & Preference

Zaag'idiwin Child and Family Services promotes equal employment opportunities. Preference will be given to candidates who identify as Indigenous, particularly those who are members of Saugeen First Nation, in alignment with the needs of the communities we serve.

How to Apply

Interested candidates are invited to submit their resume and a cover letter detailing their qualifications and vision for the role. Please ensure that your application highlights how your experience aligns with the Key Responsibilities & Qualifications.

Submit your application via email or post, by **4:00 p.m. Tuesday, July 29, 2025** to:

Candice Ruhl, Director of Human Resources – Zaag'idiwin Child & Family Services
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candice.ruhl@saugeen.org