


SERVICE SUPERVISOR JOB DESCRIPTION

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|  | Department | Protection |
| | Supervisor | Manager of Resource Services or Manager of Alternative Care |
| | Location | Sudbury or Manitoulin Island |
| | Salary Range | In accordance with Salary Scale |

JOB FUNCTION:

Under the supervision of the Service Manager, the incumbent is responsible for providing clinical supervision, administrative management, guidance, and leadership of assigned staff.

OVERVIEW:

The Service Supervisor provides progressive leadership in all aspects of case management, including management and administration, along with supervisory case collaboration with agency and community stakeholders.

The Service Supervisor will provide supervisory coverage and manage the staffing of the Service team to ensure the safety and well-being of children and provide clinical supervision and manage cases in accordance with member First Nations community based models, Agency policies and Ministry of Child and Youth Services standards and regulations.

DUTIES:

Management and Supervision:

Provides supervisory coverage and manage the service staffing:

1. Provides regular and ad hoc supervision to staff assigned to the team.
2. Provide consultation and direction to workers both in and out of the office.
3. Make decisions based on an analysis of available information, consideration of the various options, evidence informed practice and best practices.
4. Provide resolutions to complaints.
5. Approve safety, verification, placement, and other case-related decisions.
6. Ensure compliance with the Child and Family Services Act, regulations, Ministry standards, and agency policies and procedures.
7. Review and approve documentation and recording completed by staff.

8. Coach staff providing critical feedback regarding their clinical knowledge, skills, and work performance.
9. Ensure staff is acquiring and updating knowledge and skills and oversee orientation and training opportunities.
10. Oversee organization of files and records.
11. Liaise with other supervisors and manage scheduling of staff to ensure staff coverage.
12. Review and approve time sheets, expenses, staff mileage, and requests for leave.
13. Ensure workers caseloads are covered when workers are absent.
14. Participate in staff screening and selection.
15. Approve all overtime, compensatory time, flex time and vacation requests.
16. Conduct regular team and function meetings.
17. Hire, train, supervise, evaluate performance and manage staffing resources for the team including responding to staff complaints and/or providing discipline as required.
18. Attend management and staff group meetings.
19. Create an anti-oppressive work environment, actively promoting and modeling respect, cultural awareness and inclusiveness.
20. Provide reports, statistics, and other information.
21. Assist in the development of agency policies and procedures.
22. Provide backup coverage for other agency policies and procedures.
23. Represent the agency at various community events, including public speaking opportunities to key stakeholders.
24. Create a learning environment within the team.
25. Participate in First Nation community based conferencing, traditional gatherings/ceremonies. Participate in traditional circles and implement plans in accordance with the First Nation community models.
26. Consult and liaise with First Nation Band Representatives, Chief and Council as required.
27. Represent the agency within professional and community based networks and organizations on the First Nations and/or the Urban First Nation population.
28. Provide direction and participate in the implementation of culturally appropriate services to First Nation families and communities.
29. Work effectively with clients, First Nations service collaterals, colleagues, senior management and other community agencies and service collaterals.

Provide clinical supervision and manage ongoing protection cases:

1. Provide consultation, supervision and direction to protection workers, authorizing case openings, protection investigations, case transfers and closures.
2. Ensure service planning is fully implemented with families/children in conjunction with the First Nation.
3. Provide support and clear direction to staff in crisis situations and in preparing court applications.
4. Make final decisions in all case related issues.
5. Meet regularly with the First Nations representatives and service collaterals.
6. Attend court as required.

Perform other duties as assigned:

1. Provide reports, statistical analysis and other service information as required.
2. Participate in agency and community based committees.
3. Assist in the development and implementation of Agency policies and procedures.
4. Provide coverage to other service teams including after hours service supervision.
5. Prepares and presents evidence for Family Court as required.

OTHER RESPONSIBILITIES:

1. Assist in developing and drafting policies and procedures.
2. Participate in presenting to professional and community groups.
3. Understand and follows Agency policies, procedures and service principles.
4. Performs other related duties as assigned by the Service Manager.

QUALIFICATIONS:

1. Bachelor of Social Work Degree or a Bachelor Degree in a related discipline deemed appropriate.
2. At least (3) years' of successful employment experience within a child welfare environment with progressive levels of responsibility, including (2) years of in front-line service delivery of Child Welfare Services.
3. Experience in the delivery of First Nation Child and Family Services is preferred.

REQUIREMENTS:

1. Expert knowledge of the *Child and Family Services Act*, Child Protection Standards, Ministry of Children and Youth Services Regulations, Guidelines and Policy Directives, Case Management and Supervision requirements particularly in relation to the delivery of Child and Family Services.
2. Expert knowledge of Customary Care and the philosophy of service development and delivery; the communities and family structure, as well as local First Nation customs and traditions.
3. Thorough experience in Child Welfare Frontline Case Management systems and Child Welfare recordings.
4. Working knowledge of the administrative structure and operations of the Agency including the service delivery model, policies, procedures and guidelines.
5. Knowledge of the structure and operations including the member First Nations, external services and service agencies in the area.
6. Demonstrated ability to prepare comprehensive narrative and statistical reports regarding First Nation Child and Family Services delivery.
7. Demonstrated ability to influence and facilitate community group decision-making processes through knowledge, ideas, and service delivery experience.
8. Extensive experience in designing, planning and delivering training workshops.

9. Ability to establish and maintain purposeful relationships with Family Service Workers, clients, First Nations service partners, subordinates, colleagues, other relevant organizations and management.
10. Knowledge and the ability to interpret and apply a wide range of social work practices, principles and First Nations based practices with respect to protection and placements of children at risk and understanding the principles and goals of families in crisis.
11. Knowledge of First Nations issues as they relate to child welfare and a willingness to work in partnership with First Nations families, elders and communities to provide best practice for First Nations children and families.
12. Proven knowledge of theories of human behaviours and family systems and proven ability to apply social work theories in assessments, planning, action, measure and monitor to ensure competence and excellence of services provided.
13. Strong commitment to helping Anishinabe children and their families by providing services in ways that respect Anishinabe cultural and spiritual practices.
14. Commitment to providing service in the Anishinabe context of extended family and community involvement.
15. Excellent supervisory, planning and organization, problem-solving, decision-making, interpersonal, and leadership skills.
16. Ability to work within a multi-disciplinary Child Welfare Management Team.
17. Working knowledge of group dynamics, consultation and conflict resolution techniques.
18. Ability to maintain confidentiality.
19. Ability to take direction and to work within the policies, procedures, and guidelines, mission, philosophy, and core values of the Agency.
20. Ability to implement Human Resource Management skills.
21. Excellent oral and written communication skills.
22. Working knowledge of Microsoft Office programs, Frontline (Penlieu) and Internet.
23. Ability to flex daily work hours as determined by the Manager.
24. Must possess a valid Ontario's Driver's Licence and be willing to travel.
25. Must be willing to authorize a Vulnerable Sector Check and Driver's Abstract.
26. Ability to speak Anishinabemowin is preferred and a definite asset.

Work Environment

- * Given the traditional practices of the Anishinabek, from time to time there can be exposure to wood smoke and the burning of sacred medicines, including tobacco, sweet grass, sage or cedar, may occur within the work setting.
- * Positions in the field of Anishinabe Child Protection can be both mentally and emotionally challenging. The nature of the positions may expose incumbents to high levels of tension when dealing with issues. The tension includes a level of stress that is usually moderate with high levels occurring on occasions.
- * The incumbent can expect there will be times they will encounter inclement weather conditions during course of driving.

Physical Demands

- * While performing the duties of this job, the "Position" will typically be in an indoor setting, the delivery of activities or performance of duties will take place off-site.
- * The employee can expect to work a flex schedule that may require work overtime when required or during emergency situations.

CERTIFICATION - ACKNOWLEDGEMENT OF RECEIPT

Employee's Name (Print)

Employee Signature Date

I certify that I have read, understand, and agree to the responsibilities assigned to the position.

Manager's Name

Manager's Signature Date

I approve the delegation of responsibilities outlined herein within the context of the attached Organizational structure.