


JORDAN'S PRINCIPLE SUPERVISOR JOB DESCRIPTION

	Department	QUALITY ASSURANCE
	Immediate Supervisor	QUALITY ASSURANCE MANAGER
	Location	Manitoulin Island
	Salary Range	In Accordance with the Salary Grid

Kina Gbezhgomi Child and Family Services (KGCFS) proclaims that we are an Anishinabek Agency servicing Anishinabek people to ensure services are delivered by honouring the Anishinabek way of life. KGCFS is derived from the overall cultural context of the Anishinaabe people. Other conventional child welfare services or approaches may be used and added to supplement the Anishinaabe cultural core of the agency. KGCFS believes that child welfare services outside the Anishinaabe cultural core are secondary to the primary Anishinaabe cultural core, and that child welfare services that are responsive to the cultural circumstances of the Anishinaabe client population take priority. KGCFS will be culturally grounded in its Anishinaabe foundation, beliefs and practices and will be culturally responsive in its delivery of service while striving to educate, retain and protect traditional Anishinaabe practices.

JOB FUNCTION

Under the supervision of the Quality Assurance Manager, the incumbent is responsible for providing clinical and Jordan's Principle supervision, support, guidance, and evaluation to assigned staff. The Jordan's Principle Supervisor will apply all Department of Indigenous Services Canada to Jordan's Principle service-related funding definitions and agency coordination and planning related to service planning for the children and families served by Kina Gbezhgomi Child and Family Services.

OVERVIEW

The Jordan's Principle Supervisor provides leadership, guidance, coaching, mentoring, support, and regular supervision. The supervisor supervises and coordinates the efforts of the team and ensures their efforts are in alignment with the agency's strategic planning, policies, and procedures.

DUTIES & RESPONSIBILITIES

Management and Supervision:

Provides support and supervision:

- Act as a liaison and provide education and information sessions to agency staff and to the communities that we serve in relation to Jordans Principle.
- Manage and complete developments for service-related data collection processes and data management as defined by senior management.
- Provide regular and ad hoc supervision to staff assigned to the team.
- Provide consultation and direction to workers both in and out of the office.

- Make decisions based on an analysis of available information, consideration of the various options, evidence informed practice and best practices.
- Work in collaboration with finance department staff to ensure that all financial claims related to Jordan's Principle are processed and managed accordingly to agency policy and procedures.
- Provide resolutions to complaints and assist with Jordan's Principle appeal processes.
- Ensure compliance with the Child, Youth and Family Services Act, regulations, Ministry standards, and agency policies and procedures.
- Review and approve documentation and recording completed by staff.
- Coach staff providing critical feedback regarding their clinical knowledge, skills, and work performance.
- Ensure staff is acquiring and updating knowledge and skills and oversee orientation and training opportunities.
- Oversee organization of Jordan's Principle files and records and complete monthly reports relative to the service developments and ongoing reporting.
- Liaise with other supervisors and manage scheduling of staff to ensure staff coverage.
- Review and approve time sheets, expenses, staff mileage, and requests for leave.
- Ensure workers caseloads are covered when workers are absent.
- Participate in staff screening and selection.
- Approve all overtime, compensatory time, flex time and vacation requests.
- Conduct regular team and function meetings.
- Hire, train, supervise, evaluate performance, and manage staffing resources for the team including responding to staff complaints and/or providing discipline as required.
- Attend management and staff group meetings.
- Create an anti-oppressive work environment, actively promoting and modeling respect, cultural awareness, and inclusiveness.
- Provide reports, statistics, and other information.
- Assist in the development of agency policies and procedures.
- Provide backup coverage for other agency policies and procedures.
- Represent the agency at various community events, including public speaking opportunities to key stakeholders.
- Create a learning environment within the team and participate in quality assurance and quality improvement initiatives.
- Participate in First Nation community-based conferencing, traditional gatherings, and ceremonies.
- Participate in traditional circles and implement plans in accordance with the First Nation community models.
- Consult and liaise with First Nation Band Representatives, Chief and Council as required.
- Represent the agency within professional and community-based networks and organizations on the First Nations and/or the Urban First Nation population.
- Provide direction and participate in the implementation of culturally appropriate services to First Nation families and communities.

- Work effectively with clients, First Nations service collaterals, colleagues, senior management and other community agencies and service collaterals.

Management of program and services:

- Ensure the agency consistently provides comprehensive, competent, relevant, and culturally appropriate services.
- Coordinate training for First Nations communities, and agency staff as required.
- Provide regular reports and updates as required.
- Complete administrative functions and reports and adhere to agency policies, procedures, and relevant practices.
- Ensure systems are in place for effective collaborative services.

Perform general management duties:

- Provide reports, statistical analysis, and other service information as required.
- Participate in agency and community-based committees.
- Assist in the development and implementation of Agency policies and procedures.
- Work in compliance of Occupational Health and Safety Act and any other relevant legislation.
- Ensure confidentiality and safekeeping of all Agency documents and records.
- Work collaboratively with all agency staff, biological parent(s) and caregiver(s), extended family and the member First Nations as required within your respective position of service.
- Create an anti-oppressive work environment while modeling respect, professionalism, and act as a positive role model with integrity.
- Will complete a Historical Awareness / Self- Assessments and develop an Individual Wholistic Wellness Plan including a Competency Based Assessment Tools to develop a Cultural Training Plan and passport with intent to monitor wellness and enhance and measure cultural congruencies.
- Will actively participate in agency sponsored cultural training, staff development and educational opportunities, cultural activities, events, and ceremonies with intent to enhance cultural congruencies.

QUALIFICATIONS

Education

- Bachelor of Social Work Degree or a Bachelor level Degree in a related discipline deemed appropriate.

Experience

- 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.
- Comprehensive experience in Child Welfare Frontline Case Management systems and Child Welfare recordings.

- Experience in working within an Anishinaabe Child and Family Well-Being Services is preferred or proven experience in working with Anishinabek people.
- An individual of Anishinaabe ancestry is preferred with genuine understanding and lived experiences of Anishinaabe worldviews, traditions, customs, and practices.
- The ability to speak the Anishinaabe language is a definite asset and / or willingness for continual learning. Preference will be given to applicants who can speak or write Ojibway, provided they have skills, ability, and qualifications to do the job.

Conditions of Employment

- Provide a clear Police Records Check and/or Vulnerable Sector Screening Check (As determined by the police department).
- Possess a valid standard First Aid/CPR certificate or be willing to obtain one.
- Have a class 'G' Ontario Driver's License, an acceptable Drivers Abstract, access to a reliable vehicle and be able to travel. A requirement of \$1M Liability Insurance is required if you transport clients
- May be exposed to potentially hazardous environments this may include driving conditions and volatile situations.
- Willing to carry an agency cell phone, IT equipment, and drive agency vehicle as needed.
- Can sit/stand for extended period in front of computer.
- While performing the duties of this job, the position will typically be within an office setting both on and off site from assigned office location.
- Work a standard work week of 35 hours per week, however, the ability to work flexible hours may be required.

SKILLS, KNOWLEDGE, & ABILITIES

- Expert knowledge of the Child, Youth 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.
- Expert knowledge of Indigenous history, legislative rights, First Nation community models and holistic and Indigenous models of healing and wellness.
- Expert knowledge of Customary Care and the philosophy of service development and delivery; and the communities and family structure specifically in relation to local First Nation customs and traditions.
- Working knowledge of the administrative structure and operations of the Agency including the service delivery model, policies, procedures, and guidelines related to children's services and foster care services.
- Working knowledge of youth justice and mental health services and other community resources available for youth in care and for youth support.
- Knowledge of the structure and operations including the member First Nations, external services, and service agencies in the area.
- Demonstrated ability to prepare comprehensive narrative and statistical reports regarding First Nation Child and Family Services delivery.

- Demonstrated ability to influence and facilitate community group decision-making processes through knowledge, ideas, and service delivery experience.
- Extensive experience in designing, planning, and delivering training workshops.
- Ability to establish and maintain purposeful relationships with Family Service Workers, clients, First Nations service partners, subordinates, colleagues, other organizations, and management.
- 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.
- Knowledge of First Nations issues as these relate to child welfare.
- Must be able and willing to work in partnership with First Nations families, Elders, and communities to provide best practice for First Nations children and families.
- Proven knowledge of theories of human behaviors and family systems along with the proven ability to apply social work theories in assessments, planning, implementation (action), measure and monitor to ensure competence and excellence of the provision of services.
- Strong commitment to helping Anishinaabe children and their families with having provided services in ways that respect Anishinaabe cultural and spiritual practices.
- Commitment to providing service in the Anishinaabe context of extended family and community involvement.
- Excellent supervisory, planning and organization, problem-solving, decision-making, interpersonal, and leadership skills.
- Able to work within a multi-disciplinary Child Welfare Management Team.
- Working knowledge of group dynamics supported with working knowledge in consultation and conflict resolution techniques.
- Ability to take direction and to work within the policies, procedures, and guidelines, mission, philosophy, and core values of the Agency.
- Ability in management of human resources.
- Excellent oral and written communication skills.
- Working knowledge of Microsoft Office programs, Frontline (Penlieu) and Internet.

CULTURAL COMPONENTS

- Possess knowledge, respect, and sensitivity of the Anishinaabe culture and be committed to helping Anishinaabe families strengthen and achieve Mino Bimaadizowin (living the good life) through healthy level of well-being.
- Expert knowledge of Anishinaabe history and oppression including colonization, government interventions including federal and provincial laws, jurisdictions, policies, and effects to Anishinabek.
- Strong commitment to helping Anishinaabe children and their families in ways that respect Anishinaabe cultural and spiritual healing practices.
- Proven expertise in ability to perform with cultural safety, cultural sensitivity, and cultural humility with skill to encourage healing.

- Honour all children and youth who may be in transition equally and strive to provide the required supports for Lesbian, Gay, Bisexual, Transgender, Queer, and 2-spirited individuals to achieve healthy self-esteem and life enrichment.

WORK ENVIRONMENT

- Given the traditional practices of the Anishinabek, (from time to time) you may be exposed to wood smoke and the burning of sacred medicines, including tobacco, sweet grass, sage, or cedar which may occur within the work setting.
- Positions in the field of Anishinaabe Child Protection can be both mentally and emotionally challenging. The nature of KGCFS 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.
- All employees are required to follow the KGCFS COVID-19 Policy.

PHYSICAL DEMANDS

- Sufficient vision and hearing to perform all job duties.
- Able to perform physical and mental activities related to the job duties.
- Able to occasionally lift to 12 kg (25lbs) and operate related equipment.
- While performing the duties of this job, the “Position” will typically be in an indoor setting, the delivery of activities will most likely be held outdoors.

NOTE: This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.

ACKNOWLEDGMENT OF RECEIPT

I certify that I have read, understand, and agree to the responsibilities assigned to the position. I further understand that other duties may be assigned, or my role modified as necessary to meet changing needs of the organization.		
Print Name	Employee’s Signature	Date (DD/MM/YYYY)

I certify that this job description is an accurate description of the responsibilities assigned to the position at present. Management reserves the right to amend roles or duties as required.		
Denise Morrow		
Print Executive Director Name	Executive Director Signature	Date (DD/MM/YYYY)