


## SERVICE MANAGER JOB DESCRIPTION

	<b>Department</b>	Management
	<b>Immediate Supervisor</b>	Executive Director
	<b>Location</b>	Manitoulin Island / Sudbury
	<b>Salary Range</b>	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.

### OVERVIEW

Reporting to the Executive Director, the Service Manager is responsible for the provision of mandates services to children and families within his/her service area in accordance with the Child, Youth and Family Services Act and other pertinent legislation, Ministry standards and guidelines and KGCFS policies, directives, and procedures, as well as the agency protocols with member First Nations and community based agencies.

The Service Manager is responsible for a multidisciplinary team and ensures delivery of excellent service in the day-to-day operations of all activities within the assigned service area through their reporting relationships with the Service Supervisors. The Manager will provide leadership to service staff through the management of team Service Supervisors. The Manager will also have responsibility for development of agency-wide initiatives and practices as assigned.

Each Service Manager will be assigned responsibility for a particular service type. The Service Manager may also be assigned additional office-specific Manager responsibility as required.

### DUTIES & RESPONSIBILITIES

#### Clinical

- Lead in the development and evaluation of supervisory development through the provision of clinical supervision and annual performance appraisals.
- Conduct case or file reviews of high profile, high risk or contentious cases and report outcomes, lessons learned and plans to address systemic concerns arising from the reviews to the Executive Director.

- Participate in supervision with the Executive Director; keep the Executive Director informed as to the current situation, participate with the Executive Director in problem solving and resource exploration; alert the Executive Director to extraordinary case situations, client grievances and serious occurrences and assist in the management and resolution of such matters.
- Provide regular clinical supervision for those who report to them.
- Lead in management, resolution and response to systemic issues resulting from client complaints.
- Identify research opportunities to advance practice and oversee the Agency's contribution to such research.
- Contribute to the resolution of issues associated with management of client information such as records and files.
- Receive, review, and interpret service and statistical data and utilize such reports to improve departmental and organizational planning and service performance.
- Provide data or statistics required for monthly, quarterly, and annual planning in keeping with the timelines established at Senior Management team and actively participate in the monthly, quarterly, and annual planning and reporting processes.
- Provide leadership in maintaining accuracy of client data.

### **Training and Development**

- Provide a positive work environment promoting professional development and guidance as well as the development of job knowledge, capabilities, and recognition of supervisory contributions.
- Provide leadership in the development of Service Supervisors, facilitating the process of mutual support, case consultation, problem solving and decision making among team members; facilitate regular team meetings.
- Maintain effective communication with other managers and supervisors, foster parents, volunteers, police, courts and external community groups and agencies, ensure cooperation and a high level of service is provided to clients, and exchange professional expertise.
- Work cooperatively to facilitate the functioning of the Agency with other members of one's team and unit, department, and Agency.
- Participates in professional development to achieve increased competence and skill in areas critical to performance by attending appropriate training opportunities and keeping current with theory and practice in one's area of employment.

### **Human Resource Management**

- Meet planning and reporting timelines at a departmental, senior service and organizational level.
- Build and promote a safe, healthy, respectful workplace in accordance with KGCFS policies and procedures, Ministry standards and regulations and all legislative requirements and be accountable for Supervisors to meet this responsibility.

- Carry out human resources-related functions including performance appraisals, recruitment, selection, and orientation of new staff.
- Approve vacation and recommend leaves in the service area within the current Human Resources policies.
- Address concerns the physical work environment in consultation with Human Resources.
- Ensures coverage during holiday periods and other absences is sufficient to meet the service needs.
- Ensure the provision of after-hours coverage, as necessary and in keeping with Agency practice.
- Participate in the hiring, discipline and termination of employees and required recommendations to the Human Resources Manager and the Executive Director.
- Authority of expenditures of all funds placed under his/her control within the authorized budgetary limits and in accordance with Agency policy and procedure.
- Authority to ensure the efficient and effective delivery of all services and functions operating in the service area. Certain staff, and some functions sharing the workspace may not be the direct responsibility of the Service Manager, and it is expected that while managing the service area, the Service Manager will liaise with the people responsible for those staff or functions. However, it is also recognized and expected that there will be situations when the Service Manager will have to make a spontaneous decision or direction, which involves either staff or functions for which they are not usually responsible.
- Authority to approve Supervisory vacation and leave in accordance with Human Resource policies and procedures and Agency practice.
- Authorize client, team members, and operating expenses consistent with Agency policy.

### **Employee Performance Development**

- Communication to supervisors of changes to any relevant legislation, regulations, Ministry guidelines and Agency policies and procedures. In collaboration with the Supervisors in their department, ensure changes are implemented and Supervisors are responsible for follow up to the implementation plans.
- Ensure that staff are provided with opportunities to acquire skills necessary to keep abreast of changes in procedures and technology.
- Communicate clear and measurable performance expectations and accountabilities to staff with the opportunity that they have input into decisions that affect them in order that employees can meet their performance standards.
- Ensure appropriate distribution of tasks and workload to Supervisor(s) to ensure the Agency's mandate and needs of the clients being served are met. Monitor Supervisor(s)' distribution of tasks and workload to their team.
- Ensure program reviews, case audits and related activities to improve service quality and compliance with standards are carried out within their service area.
- Address performance and/or disciplinary issues in consultation with the Human Resources Manager.
- Participates in the defined Agency supervisory and evaluative process.

## **ORGANIZATIONAL EFFECTIVENESS**

- Develop an understanding of other related community agencies and their mandates. This may include membership on committees or involvement in special projects related to the work of the Agency.
- Responsible for developing expertise in assigned service types.
- Responsible on an emergency basis for the completion of other related tasks as assigned by the Executive Director.
- Maintain an appropriate and current policy, procedural and work instruction framework while ensuring that policies, procedures, guidelines, standards and regulations are in accordance with KGCFs principles and practice, and legislation is adhered to by service staff. Identify needs for changes in KGCFs policies and procedures and recommend changes to the Management or Senior Management teams.
- Actively participate with other agencies in the community and the sector to improve client services and coordination of same.
- Present with Manager/s or Executive Director to First Nation teams, Chief Counsels, Board Committees or the Board of Directors on relevant issues as assigned.
- Coordinate and manage special projects to meet the needs of the services to families and children as required.
- Participate in the development of the annual Operating/Service Plan and oversee implementation of approved initiatives of the Plan.
- Participate as a member of the Management Team
- Develop and maintain knowledge of local community resources; maintain positive working relationships with other community professionals, other children's services agencies, community groups and informal networks; and maintain a positive profile in the community.
- Coordinate or assist in coordination and implementation of inter-agency services and community planning; liaise closely in-service provisions of other service systems including education, police, public health, medical services, social services, and probation.
- Provide information and public education to the community regarding the Agency and any appropriate legislative changes.
- Participate in or contribute to key initiatives at Zone or Provincial levels of OACAS/ANCFSAO.
- Act as spokesperson when assigned by Executive Director and accept public speaking opportunities to help profile the work of KGCFs.
- 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 acting 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**

- Master's Degree in Social Work from a University of recognized standing combined with a minimum of three years' experience in social work within the field of child welfare; or
- Bachelor's Degree in Social Work from a University of recognized standing combined with a minimum of five years' experience in social work within the field of child welfare.

### **Experience**

- Management and supervisory training and/or experience.
- 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.
- 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**

### **Work Requirements**

- Knowledge of human resources management principles, and supervisory/team leadership skills.
- Knowledge of harassment/discrimination policies, human rights legislation, and principles, and related KGCFS human resource management policies and procedures.
- Demonstrated organizational, research, analytical, mediation and interpersonal skills.
- Good computer skills, including Microsoft Office Suite and adaptability to new systems.
- Excellent oral and written communication skills, including demonstrated capacity to manage and resolve conflict, seek solutions to identified challenges and initiate proactive measures to enhance the culture of the organization.
- Accepted accountability to ensure supervisors meet their responsibility to produce excellent results in their service area.
- A solid working knowledge of the Child, Youth and Family Services Act and other pertinent legislation, Ministry standards and guidelines, and KGCFS policies, directives, and procedures.
- Excellent clinical knowledge of social work theories, principles, and practices, focusing on areas of wholistic practice, inclusivity, permanency, client engagement, client-centered, strength-based practice, and family functioning.
- Demonstrated application of evidence informed practice.
- A good knowledge of community services within the KGCFS catchment area and surrounding areas to coordinate referrals and the provision of service.
- Excellent interpersonal skills to liaise with First Nations Designated Persons and community representatives, community professionals and other KGCFS staff.

## **JUDGEMENT**

### **General Statement**

- Work is performed under the direction and guidance of the Executive Director with access to the Executive Director as required. Work is guided by the provisions of the Child, Youth and Family Services Act, Ministry standards and guidelines, KGCFS directives, policies, procedures, and the Regional Protocol.

### **Judgment is Exercised in**

- Determining the appropriate course of action to meet the needs of clients, assess the degree of risk to and impact of case decisions and management upon clients and advise staff in case management accordingly.
- Advising workers regarding decisions (i.e., apprehension, admissions/discharges from care, child and family service court, case termination).
- Negotiating and planning with alternative community resources to coordinate the effective provision of service to clients.
- Establishing and prioritizing use of human and physical resources.
- Ensuring legislation, policies, procedures, directives, and professional standards are adhered to by staff.
- Providing effective supervision for staff and evaluating and monitoring their performance on a regular basis.

- Managing and planning the provision of effective services to clients.
- Evaluating the quality of service provided by staff and KGCFS and developing and recommending plans, policies, programs, and priorities to manage required change.

## **ACCOUNTABILITIES**

- The employee is required to have a good working knowledge himself/herself of all laws, rules, regulations, policies, and procedures, as well as agency protocols which impact on his/her specific responsibilities. We undertake to make decisions, as required, which are consistent with these and then to act in a manner that provides quality services to clients.
- The employee is required to provide a safe vehicle for use on the job and provide KGCFS with evidence of your valid Ontario Driver's License and insurance coverage in accordance with the KGCFS personnel policy requirements.

### **Program**

- The incumbent is responsible for the provision of all services assigned to them on behalf of the KGCFS. Contributes to the formulation of KGCFS service and budget plans, policies, procedures, and operational directives through membership of the Management Team, participation on committees and task forces and through direct input to senior management as required.

### **Financial and Material**

- Approves expenses within spending limit authority as per the Finance Policy.
- Approves time sheets, mileage, and reimbursement expenses for assigned staff.
- Manage and ensure appropriate expenditure of designated budget.

### **Personnel**

- Supervises directly: Supervisors and Support Staff.

## **CONTACTS**

### **Internal**

- Maintain regular contact with KGCFS senior management, supervisors, and front-line staff to exchange information, coordinate service provision, and discuss and resolve problems in case management and planning.
- With First Nations Designated Persons and community representatives to ensure the needs, wishes and rights of First Nations and Indigenous Persons are always factored into decision-making.

### **External**

- Maintain contact as required with clients to aid staff in resolving conflicts, assessing risk and case direction, and determining appropriate action.
- Maintain contact and provides consultation as required with community resources (i.e., First Nations Designated Persons and community representatives, Boards of Education, Children's Mental Health Centers, Hospitals, Psychiatric and Psychological Services, Police, Court, Clinics) to coordinate the provision of services or to resolve

problems pertaining to cases.

- Participate, as required, in committees, task forces, planning groups/bodies as a KGCFS representative to same.

### **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.

<b>Denise Morrow</b>		
Print Executive Director Name	Executive Director Signature	Date (DD/MM/YYYY)