



POSITION TITLE:	SERVICE SUPERVISOR
DEPARTMENT:	SERVICE
REPORTS TO:	SENIOR MANAGER
CLASSIFICATION:	FULL-TIME PERMANENT
FULL SALARY RANGE:	\$91,022.48 - \$120,968.87 *
LOCATION:	PETERBOROUGH, ON (HIAWATHA PERMANENT)
POSTING DATE:	JULY 19 TH , 2024
CLOSING DATE:	AUGUST 5 TH , 2024

POSITION SUMMARY

The Supervisor is responsible for leading a team that delivers services in a culturally intelligent and wholistic manner that fosters collaborative relationships resulting in empowerment and the overall wellbeing for children, youth, and families.

Through the monitoring of services being provided and effective supervision of staff, the Supervisor ensures that standards are met in accordance with the Child and Family Services Act and other pertinent legislation, Ministry standards and guidelines and the Agency's policies, procedures, and best practices, as well as all regional protocols.

RESPONSIBILITIES

Service:

- Applies a culturally focused lens while ensuring the provision of equitable, respectful, and culturally relevant support service to children and families, consistent with the vision, mission, values, and service model of the Agency.
- Collaborates with First Nation, Inuit and Metis communities and community partners to explore options and alternative strategies to address complex issues affecting Indigenous children and families.
- Case management: Assesses and assigns referrals in accordance with the needs of the children, youth, and families.
- Advises staff regarding casework planning, the provision of supports and resources, clinical assessments, etc, regarding the individual needs of each child, youth and family.
- Reviews and critically assesses information and makes decisions regarding court recommendations, admission/discharge of children from care, children being brought to a place of safety, etc.
- Reviews progress and outcomes, consults with staff on a regular basis to ensure service users are supported to assess the effectiveness of services provided.
- Recommends changes to service delivery as required and ensures the effective implementation of same.
- Provides supervisory coverage to other teams as required.



Management:

- Evaluates the effectiveness and quality of services provided, identifies gaps in service, participates in the development of the Agency's Services service plans, budget submissions, goals and objectives, and policies and procedures through participation on the Agency's committees and task forces and direct input to senior management as required.
- Facilitates a positive onboarding experience of new staff by way of orientation, mentorship, regular support, development and feedback.
- Evaluates performance, in consultation with individual staff, on a quarterly basis in relation to their job description, demonstration of our values, delivery of our service model and mutually agreed upon goals.
- Engages staff with their wellbeing plans and provides support and resources to support their holistic wellness needs.
- Utilizes cultural knowledge and teachings to further understanding and development
- Initiates tools to manage performance on an ongoing basis.
- Provides opportunities for team building and development on a regular basis.
- Recommends the recruitment of staff or the transfer of staff within the Agency.
- Reviews, signs and approves time requests and timesheets in accordance with agency policies and procedures.

Administrative:

- Ensures that case plans, recordings and additional documentation are accurate and complete and in accordance with legislative requirements, Ministry standards and guidelines and the Agency's Services directives, policies, and procedures.
- Reviews, signs, and approves all requests for financial expenditures within established Agency limits and clears all other major expenditures with the Senior Manager as required.

Other Duties:

- Other duties as assigned.

POSITION REQUIREMENTS

Education and Experience:

- 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; or
- BSW equivalency; or
- An equivalent combination of formal education, experience, and training.



- Supervisory training and/or experience.
- Experience working within Child Welfare and/or Indigenous Child-Wellbeing setting would be considered an asset.

Availability Requirements:

- Our office hours are 8:30am - 4:30pm, Monday to Friday, with a one-hour unpaid lunch. However, based on the needs of those we serve, the supervisor is required to be available outside of these hours, including evenings, weekends, and holidays.

Knowledge Requirements:

- A good working knowledge of the Child and Family Services Act and other pertinent legislation, Ministry standards and guidelines, Dnaagdawenmag Binnoojiiyag Child and Family Services policies, directives, and procedures.
- A high level of knowledge and demonstrated expertise in diagnostic and treatment theories, methodologies, and practices.
- A good working knowledge of community services within the Dnaagdawenmag Binnoojiiyag Child & Family Services catchment area and surrounding areas to assist in service provision.
- 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.

Ability Requirements:

- Relate effectively to and supervise staff as a diplomatic and flexible team player.
- Demonstrated ability to effectively develop, implement and evaluate a large scope project in collaboration and consultation with others.
- Excellent communication skills to teach, supervise and support staff effectively and at times to positively handle issues arising with service recipients in difficult situations.
- Excellent interpersonal skills to liaise with First Nations Designated Persons and community representatives, community professionals and other Dnaagdawenmag Binnoojiiyag Child and Family Services staff.
- Ability to work independently or with little supervision.

Mandatory Requirements:

- Provide an acceptable Canadian Police Information Centre Check (CPIC) and Vulnerable Sector Screening (VSS).
- Able to provide a safe vehicle for use on the job, an acceptable Driver's Abstract, evidence of a valid Ontario Driver's License and of Personal Liability & Property Damage insurance coverage for at least \$2,000,000.00.
- Must be willing to work flexible hours including weekends, evenings and holidays as required.



WORKING CONDITIONS

- You will be provided a working location with a hybrid work from home option available.
- Travel within the catchment area will be required from time to time.
- At our Agency, we actively encourage a healthy work life balance and aim to ensure working hours do not exceed 35 hours per week and/or do not need to be conducted during evenings and weekends. We recognize however, that the needs of the children, youth, and families that we work alongside do require services outside of these hours. We have a flexible work policy where we aim to maintain an 8 hour schedule (inclusive of a 1 hr lunch), but there are occasions where such planning is not possible. In this role, you will need to have flexibility in your work schedule.

STARTING SALARY RANGE

- \$91,022.48 - \$108,742.64, depending on qualifications and experience.
*PLEASE NOTE: The full salary range is the total earning potential for this position. Increases are awarded based on your annual performance review.

TO APPLY

- Please email the following to careers@binnoojiiyag.ca
 - Application for Employment (available at www.binnoojiiyag.ca)
 - Please indicate preferred location in your application
 - Resume (include 3 supervisory work-related references)
- Incomplete Applications will not be considered.
- Only those selected will be contacted for an interview.
- As an Indigenous Child Wellbeing Agency, we give priority to applicants who identify as First Nations, Inuit, Métis, and those with close affiliations.