



POSITION TITLE:	SERVICE SUPERVISOR
DEPARTMENT:	SERVICE
REPORTS TO:	SENIOR MANAGER
CLASSIFICATION:	ONE (1) FULL TIME PERMANENT VACANCY
FULL SALARY RANGE:	\$95,985.35 - \$127,564.53*
LOCATION:	DURHAM HUB - OSHAWA, ON
POSTING DATE:	AUGUST 10, 2026
CLOSING DATE:	AUGUST 23, 2026

Dnaagdawenmag Binnoojiiyag Child & Family Services is a multi-service Indigenous wellbeing agency. We provide a stable foundation for children, youth, and families, through wraparound services that are culturally based, and family focused.

PURPOSE OF THE POSITION

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 well-being 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, Youth 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 Service Delivery Protocols.

RESPONSIBILITIES

Clinical:

- Apply a culturally grounded lens in all service decisions.
- Collaborate with Indigenous partners to explore culturally aligned service options and alternatives for complex cases affecting Indigenous children and youth.
- Assess and assign referrals in accordance with the needs of the children, youth, and families.
- Provide trauma-informed, strengths-based, culturally safe case direction.
- Advise staff regarding casework planning, the provision of supports and resources, clinical assessments, etc., regarding the individual needs of each child, youth, and family.
- Conduct ongoing file reviews to ensure culturally safe, accurate, complete documentation that meets legislative, and Agency expectations.
- Participate actively in ceremonies, openings and closings, and cultural gatherings,



ensuring staff attendance and engagement.

- Monitor service quality through feedback, program reviews, case audits, and data analysis.
- Review and critically assess information and make decisions regarding court recommendations, admission / discharge of children from care, children being brought to a place of safety, as well as other emergent and planned service decisions.
- Review progress and outcomes, consult with staff on a regular basis to ensure service users are supported to assess the effectiveness of services provided.
- Work collaboratively with Senior Leadership to provide recommendations for effective changes to service delivery.
- Communicate legislative, policy, and procedural changes promptly to staff and ensure implementation is supported.
- Ensure accuracy and integrity of client data and support development of data-informed decision-making across the department.
- Ensure after-hours coverage is provided appropriately.
- Exercise authority over expenditures and staffing decisions within approved policies and authorized budgets.
- Provide supervisory coverage to other teams as required.

Employee Performance Development:

- Conduct Quarterly Wholistic Reviews (QWR) that includes annual goal setting.
- Foster a culturally safe and supportive work environment that encourages professional development, learning, and reflective practice.
- Provide leadership in developing staff, promoting team collaboration, cultural learning, and strong decision-making.
- Facilitate regular team meetings that incorporate Nation teachings, shared learning, and collaborative problem solving.
- Maintain strong, culturally respectful communication with other members of Agency leadership, Alternative Care providers, volunteers, police, courts, external community groups and agencies, community partners, and Member First Nations.
- Promote staff participation in cultural education, skills development, and sector training to strengthen competence in Indigenous child well-being.

Human Resource Management:

- Promote a safe, healthy, and respectful workplace in alignment with Agency policies and procedures, and the Ministry of Labour, Employment Standards, and Human Rights standards and regulations, as well as all legislative requirements.
- Carry out recruitment, selection, and orientation of new staff, ensuring cultural fit, competency and commitment to the Agency.
- Provide fair and transparent management of performance, approve timesheets, vacation and time leave requests, and is accountable for equitable workload distribution.
- Promote a culture of accountability, empowerment, staff wellness, and continuous growth.
- Address concerns related to the physical work environment in consultation with Human Resources.



- Accountability for staffing decisions and changes, in consultation with the Human Resources and Senior Leadership.
- 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 Supervisor, and it is expected that in the course of managing the service area, the Supervisor will liaise with the persons responsible for those staff or functions. However, it is also recognized and expected that there will be situations when the Supervisor will have to make a spontaneous decision or direction, which involves either staff or functions for which they are not usually responsible.

Organizational Effectiveness:

- Develop strong working relationships and an understanding of the mandates for other community agencies, including service providers and sector partners.
- Identify gaps in policy and practice and recommend improvements to strengthen evidence-informed service.
- Support inter-agency collaboration to coordinate services across jurisdictions and ensure equitable access for children and families.
- Responsible for developing expertise in assigned service types.
- Maintain an appropriate and current policy, procedural and work instruction framework while ensuring that policies, procedures, guidelines, standards, and regulations are in accordance with Agency principles and practice, and legislation is adhered to by service staff.
- Present to Board Committees or the Board on relevant issues as assigned.
- 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.
- Act as spokesperson and accept public speaking opportunities to help profile the work of the Agency, when assigned.

Contacts:

- Internal
 - Maintain regular contact with Dnaagdawenmag Binnoojiiyag Child & Family Services senior leadership, supervisors, and front-line staff to exchange information, coordinate service provision, and discuss and resolve problems in case management and planning.
- 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., Community representatives, Board of Education, Children's Mental Health Centres, Hospitals, Psychiatric and Psychological Services, Police, Court, Clinics) to coordinate the provision of services or to resolve problems pertaining to cases.
 - Participate in committees, task forces, planning groups/bodies as an Agency representative.



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 (3) years of related experience in social work within the field of Indigenous child well-being; or
- Bachelor's Degree in Social Work from a University of recognized standing combined with a minimum of five (5) years of experience in social work within the field of Indigenous child wellbeing; or
- Bachelor's Degree in Social Work equivalency: a combination of a post-secondary diploma in a related field, training, employment, and life experience in a similar role that is recognized by the Executive Director, Director of Family Well-being, and Director of People & Operational Performance as an equivalency for the purposes of this position.
- Experience working with Indigenous people, organizations, and communities, demonstrating commitment to the cultural identity of Indigenous Peoples.
- Demonstrated experience applying an Indigenous lens, gained through lived experience, cultural learning and applying systemic change and anti-oppressive practices.
- Experience working within Child Welfare and/or Indigenous Child-Wellbeing setting is required.

Knowledge Requirements:

- Sound knowledge of Child and Youth Family Services Act (CYFSA), Bill C-92, Service Delivery Protocol, and Indigenous service models.
- Excellent clinical knowledge of social work theories, principles, and practices focusing on areas of cultural safety, wholistic strength-based, trauma-informed, and client-centered approaches, inclusivity, permanency, and client engagement.
- Understanding of quantitative and qualitative data, analysis, and performance measurement.
- Understanding of Human Resources management principles, including harassment/discrimination policies and human rights legislation.
- A good working knowledge of community services within the Dnaagdawenmag Binnoojiiyag Child & Family Services catchment area and surrounding areas to assist in service provision.
- Comprehensive understanding and sensitivity to the experiences of First Nations and Indigenous peoples in Canada, including the impacts of colonialism, Residential Schools, Sixties Scoop, and ongoing systemic inequities to them is essential.

Ability Requirements:

- Strong leadership skills grounded in humility, collaboration, and cultural respect.
- Demonstrated ability to empower staff, support change, and build cohesive, high-performing teams.



- Strong consultation, mediation, and conflict-resolution skills, seeking solutions to identified challenges, and initiating proactive measures.
- Working knowledge of various technology and effective computer skills, including Microsoft Office Suite and adaptability to new systems.
- Accountable to ensure staff meet their responsibility in supporting the children, youth, and families.
- Demonstrated application of evidence informed practice.

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 available to work flexible hours including weekends, evenings and holidays as required.

WORKING CONDITIONS

- A working location with a hybrid work from home option is available, subject to initial and ongoing eligibility.
- Travel within the catchment area will be required.
- At our Agency, we actively encourage a healthy work life balance and aim to ensure working hours do not exceed 35 hours per week scheduled between 8:30am and 4:30pm. However, we recognize that Agency needs may at times require work outside of regular hours, including evenings, weekends, and holidays. We offer flexible work arrangements and strive to maintain an 8-hour workday (inclusive of a 1-hour lunch) wherever possible. Scheduled start and end times may vary, and additional hours may be required.

STARTING SALARY RANGE

- \$95,985.35 - \$114,671.68, depending on qualifications and experience.

***PLEASE NOTE:** This amount posted at the top of this job posting is the full salary range and the total earning potential for this position. Increases are awarded, based on your annual performance reviews.

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 work related direct supervisory references)
- Incomplete Applications will not be considered.
- Only those selected will be contacted for an interview.



Dnaagdawenmag Binnoojiiyag
Child & Family Services

EMPLOYMENT OPPORTUNITY

- As an Indigenous Child Wellbeing Agency, we give priority to applicants who identify as First Nations, Inuit, Métis, and those with close affiliations.