Dnaagdawenmag Binnoojiiyag
Child & Family Services

EMPLOYMENT OPPORTUNITY

POSITION TITLE:	SUPPORT SERVICES SUPERVISOR – FAMILY CONNECTIONS
DEPARTMENT:	CULTURAL & WELLBEING SERVICES
REPORTS TO:	SENIOR MANAGER - SUPPORT & CLINICAL SERVICES
CLASSIFICATION:	ONE (1) FULL-TIME PERMANENT VACANCY
FULL SALARY RANGE:	$81,765.30 - $112,941.57*
LOCATION:	TYENDINAGA, PETERBOROUGH, DURHAM COMMUNITY HUB (OSHAWA), OR RAMA FIRST NATION, ON
POSTING DATE:	NOVEMBER 03, 2026
CLOSING DATE:	NOVEMBER 22, 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

Through culturally intelligent practices, this position reports to the Senior Manager of Support & Clinical Services. The Support Services Supervisor - Family Connections is responsible for the development, implementation and ongoing evaluation of the Family Finding and Family & Community Connection programs.

The Family Finder's role is to search for family/kin, kith and community connections to support the wellbeing of the children, youth and families Dnaagdawenmag Binnoojiiyag Child & Family Services supports. Family Finders use a variety of search methods including public records, ancestry.ca, social media, as well as engaging with family to further explore their kin/kith connections, genealogy and Indigenous Heritage.

The Family & Community Connection Worker's role is to facilitate plans for the reintegration of children and youth back to their families, home and communities. The worker will walk alongside the service team, Family Finders (if applicable) and the child/youth to ensure a culturally wholistic transition plan is created and ongoing support is provided.

The Support Services Supervisor, Family Connections will ensure programs and services are provided in accordance with the Child and Family Services Act and other pertinent federal and provincial legislation, Ministry standards and guidelines and Agency policies, directives, and procedures, as well as the Service Delivery Protocols for the First Nations.

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RESPONSIBILITIES

Service:

- Apply a culturally focused lens while ensuring the provision of equitable, respectful, and culturally relevant support service to Indigenous children and youth, consistent with the vision, mission, and values of the Agency.
- Collaborate with relevant communities to explore options and alternative strategies to address complex issues affecting Indigenous children and families.
- Collaborate with Member First Nations, internal departments, and community partners to ensure services effectively meet the needs of children, youth, and families.

Planning, Development, and Implementation:

- Participate as a member of the Agency management team in the ongoing evaluation and review of relevant support services to Indigenous children and families.
- Work with the Senior Manager – Support & Clinical Services to identify gaps and emerging needs in policy, practice, and service delivery related to current and developing service practices and recommend evidence-informed improvements that enhance service outcomes and organizational effectiveness.
- Ensure compliance with, and the consistent application of, the Child & Youth Family Services Act (CYFSA), applicable standards and regulations, and Agency policies, procedures, wholistic service model and protocols.
- Analyze programs and service delivery outcomes to ensure they are meeting the needs of Member First Nations, children, youth, and families, and identifies opportunities for continuous improvement and positive systemic change.
- Provide oversight of staff travel and related expenditures, ensuring adherence to Agency budgets, spending guidelines, and approval processes, including accommodations, meals, transportation, and other travel-related costs incurred while supporting children, youth, and families.
- Collect, analyze, and report service data to the Senior Manager – Support & Clinical Services and Director of Cultural & Wellbeing Services.
- Develop and maintain productive relationships with community agencies, service providers, sector partners, Member First Nations, communities, stakeholders, and other jurisdictions to support coordinated service delivery for children, youth, and families, and communicate Agency and Ministry policies through ongoing engagement as required.

Organizational Effectiveness:

- Coordinate, support, and participate in inter-agency planning initiatives to improve access to services and address emerging community needs.

- Maintain expertise in assigned programs and remain informed of emerging trends, legislation, and best practices relevant to Indigenous child and family well-being services.
- Ensure policies, procedures, work instructions, and operational practices remain current, compliant, and aligned with Agency principles, legislation, and service standards.
- Represent the Agency through presentations, committee participation, public speaking engagements, and Board reporting as assigned.

Human Resources Management:

- Provide ongoing leadership, supervision, coaching, consultation, performance feedback, and developmental support to staff, ensuring quality service delivery, strengthening employee performance and professional growth through continuous learning and reflective practice, in alignment with Agency values, priorities, policies, and practices.
- Conduct Quarterly Wholistic Reviews (QWRs), including annual goal setting.
- Oversee staff workload distribution, attendance, overtime requests, time sheets, and disability management.
- Promote staff development and competency through cultural learning, professional development, sector-specific training, and regular team meetings incorporating shared learning and team collaboration.
- Foster a culturally safe, healthy, respectful, and supportive workplace that promotes accountability, empowerment, staff wellness, teamwork, and continuous improvement.
- Support recruitment, selection, onboarding, and orientation activities to attract and retain qualified staff who demonstrate the competencies and values of the Agency.
- Address workplace and physical work environment concerns in consultation with Human Resources and Senior Leadership, as appropriate.
- Make and recommend staffing decisions in consultation with Human Resources and Senior Leadership.
- Exercise decision-making authority necessary to ensure the safe, efficient, and effective delivery of services, including providing direction in situations involving staff outside of their direct supervision, as required.

Other Duties:

- Other duties as assigned.

POSITION REQUIREMENTS

Education and Experience Requirements:

- Bachelor’s Degree in Social Work from a University of recognized standing

combined with a minimum of five (5) years' experience in social work within the field of Indigenous Child well-being and/or child welfare; or

- BSW equivalency: A combination of post-secondary education, training, and employment and life experience that is directly related to this position.
- Two (2) years of demonstrated strong and effective leadership skills developed through supervisory experience.
- A minimum of two (2) years' experience working with culturally appropriate service models for Indigenous people.
- Demonstrated ability to apply an Indigenous lens, gained through life experience, cultural learning and applying systemic change and anti-oppressive practices.
- 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.

Knowledge Requirements:

- Knowledge of and commitment to the development of alternative, non-punitive healing approaches derived from Indigenous culture.
- 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.
- Understanding of Human Resources management principles, including harassment/discrimination policies and human rights legislation.
- Sound knowledge of 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.
- A good working knowledge of community services within the Dnaagdawenmag Binnoojiiyag Child & Family Services catchment area and surrounding areas to assist in service provision.
- Demonstrate knowledge of all relevant legislation including but not limited to the Child Youth & Family Services Act (CYFSA), especially Part X.

Ability Requirements:

- Willingness and ability to support both traditional and contemporary healing practices and experience in working with Elders, Healers, and contemporary helpers.
- Commitment to understanding and supporting the Dnaagdawenmag Binnoojiiyag

wholistic service delivery model and organizational policies.
- Demonstrate strong supervisory and management skills grounded in humility, collaboration, and cultural respect to effectively lead and motivate teams.
- 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.
- Ability to organize and prioritize a variety of competing and urgent demands.
- Demonstrate excellent analytical skills to evaluate program needs and results.
- Effective computer skills and working knowledge of various technology, including Microsoft Office Suite and adaptability to new systems, CaseWorks and the Child Protection Information Network (CPIN).
- Commitment to providing services in ways that respect Indigenous cultural and spiritual practices.
- Accountable to ensure staff meet their responsibility in supporting the children, youth, and families.
- Demonstrated application of evidence informed practice.
- Demonstrate excellent management and administrative skills.
- Communicate effectively in writing and verbally.

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.
- The Support Services Supervisor – Family Connections will have a presence within all regions. Therefore, travel within the Agency's catchment area will be required.
- At our Agency, we actively encourage a healthy work-life balance and aim to maintain a standard 35-hour work week, typically scheduled between 8:30 a.m. and 4:30 p.m. We strive to maintain an 8-hour workday (inclusive of a 1-hour unpaid lunch) whenever possible. However, Agency needs will frequently require Supervisors to work outside of regular business hours to support staff and the children, youth, and families we serve. This may include evenings, weekends, and holidays. Scheduled start and end times will vary, and flexibility in your work schedule is an essential requirement of the role.

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STARTING SALARY RANGE

- $81,765.30 - $100,148.27, 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.
- As an Indigenous Child Wellbeing Agency, we give priority to applicants who identify as First Nations, Inuit, Métis, and those with close affiliations.