

Job Description

POSITION:	Team Supervisor - Access
ACCOUNTABILITY:	Protection Resource Manager
CLASSIFICATION:	Full-Time
DATE APPROVED:	July 5, 2017
DATE REVISED:	February 15, 2023

JOB PURPOSE

The Team Supervisor – Access in collaboration with agency Children’s Support Workers will coordinate transportation and access visits that are being serviced by Nogdawindamin Family and Community Services. The Team Supervisor – Access will be responsible for scheduling and coordinating Children’s Support Workers. The Team Supervisor – Access will also be responsible for maintaining and implementing new program procedures and developing new ones when needs for improvement can be found. Team Supervisor – Access functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of Nogdawindamin Family and Community Services and contributes to the accomplishment of the strategic priorities.

KEY JOB FUNCTIONS

Program design and delivery:

Design, develop, implement and supervise the Agency’s Children’s Support Workers.

- Provide supervision and management of Access including, ongoing staff schedule.
- Coordinate and schedule access visits including allocation of time for each family in collaboration with the Child Welfare Team;
- Coordinate and schedule drives for children and youth for access and ensure transportation is arranged for parents in collaboration with the Case Manager;
- Assign cases to staff based on access plans that are identified from court orders and agency child welfare service teams;
- Handle access related crises and reporting back to appropriate staff;
- Work directly with Nogdawindamin Families;
- Develop a dynamic, strength-based team that is focused on developing and enhancing parent-child relationships;
- Obtain a clear understanding of particular cases, including the risk and protection concerns;
- Approach each access visit objectively, as to maintain an unbiased opinion and be conscious of issues that might influence the family dynamics;
- Implement plans that will ensure that staff provide parents and colleagues with ongoing feedback regarding access;
- Mentor staff to provide guidance and education to parents in planning and setting goals for their visit;
- Mentor staff to role model and support both parents and children to facilitate successful interactions in visits which may include hands on teaching of childcare, infant care feeding and developmental milestones;
- Ensure staff complete clear and concise observation notes and detailed reports, documenting parent-child interactions and conversations;
- Ensure staff provide ongoing communication to agency child welfare service staff and supervisors regarding Family Therapeutic and Wholistic Access Program surrounding issues and strengths relating to the access visits and well-being of the child;
- Assist with drafting the Agency Access Program Manual in collaboration with the Quality Assurance Supervisor;
- Assist with drafting a training plan specific to the Children’s Support Workers for the agency.

Human Resources:

Provide guidance, direction and support to department staff.

- Provide leadership, guidance, support, supervision and direction to teams and ensure understanding and alignment with organizational values, goals and priorities;
- Promote and support the well-being of staff by referring to appropriate resources;
- Ensure performance and supervisory expectations are clear and consistent;
- Monitor and address employee performance;
- Conduct performance review and fully involve staff in evaluating and planning to improve their job performances;
- Monitor and manage attendance management process;
- Assist with staff development and recommend training opportunities;
- Develop and lead supervisory conferences, team meetings, case reviews and/or observations of caseworkers to identify ongoing strategies to meet the team’s ongoing development and training needs;
- Establish and sustain a work environment that promotes and rewards optimal performance, an ongoing commitment to excellence and the adoption of strength-based cultural practices;
- Support a culture of learning and professional development and ensure leadership development opportunities exist for staff;
- Ensure adherence to organizational policies, procedures, practices and standards;
- Provide guidance and support to Employees when investigating complaints and contentious issues;
- Approve staff attendance records, time-off requests and travel expense claims;
- Participate in recruitment of staff including assisting with screening, interviews, development of job descriptions and preparing interview questions;
- Ensure orientation of new staff;
- Conduct workload analysis and ensure complement of staff to provide services as necessary;
- Recommend human resources required for the department.

Financial Management:

Assist in the preparation and monitoring of the Agency’s service plan and operating budget.

- Assist in the development of annual operating budget and coordinate planning and allocation of resources;
- Review and monitor financial and operational reports on a monthly basis for each service and program;
- Approve expenditures which fall within the limit of authority, sign payment requests and process credit card purchases;
- Ensure financial policies and procedures are adhered to;
- Assist with analyzing and evaluation of all programs and services and overall operations.

Relationship and Team Building:

Work collaboratively and cooperatively at all levels in order to support the use of a family-centered, strengths-based, child-focused practices while assisting families in building their capacities to provide safe and nurturing environments for children.

- Demonstrate behaviors, actions and attitudes that are consistent with Agency vision, mission and values;
- Provide opportunities for the enhancement and development of positive cultural identities of the children, families and communities served;
- Ensure appropriate communication and consultation with Supervisor at appropriate times;
- Ensure effective and professional communications with all internal and external service providers;
- Share information according to privacy and/or confidentiality guidelines;
- Work respectfully, positively, professionally and collaboratively with team members.

Cultural Competency

Participate in cultural activities within the agency.

- Follow the Seven Grandfather teachings as it relates to the position in line with the vision and mission of the Agency;
- Actively attend and participate in regular Anishinaabe Aadziwin cultural training and/or activities provided by the Agency;
- Ensure appropriate cultural opening when coordinating meetings both within the agency, for clients, families, communities and other collaterals;
- Actively seek guidance from cultural staff how to incorporate culture into the position or how to work from a cultural perspective;
- Engage in learning and incorporating Anishinaabemowin language within the position.

Administration and Reporting:

Complete administrative functions and reports and adhere to Agency policies, procedures and relevant practices.

- Develop a team workplan that ensures continual planning as an integral part of leadership, management, and direct supervision;
- Ensure Agency compliance with Serious Occurrence directive and reporting requirements;
- Ensure confidentiality and safekeeping of all Agency documents and records;
- Develop and maintain a detailed work plan of activities;
- Develop and maintain accurate, up-to-date and concise work files;
- Prepare and deliver summary reports;
- Work in compliance with the Occupational Health and Safety Act, Ontario Human Rights Code, Employment Standards Act and any other relevant legislation;
- Prepare and submit monthly reports, travel expense claims and maintain attendance records;
- Follow the Agency's human resources, finance and other policies and procedures in the performance of duties.

Other Duties

- Act in accordance with agency Code of Ethics and maintain confidentiality at all times to protect the privacy of Agency staff, families and communities;
- Participate in internal or external committees as required or assigned;
- Perform additional related duties in accordance with job responsibilities and department objectives;
- Participate in training, cultural events and other mandatory training as required;
- Other duties as required or assigned.

QUALIFICATIONS

Minimum Education

- Post-Secondary diploma/certificate in Human Services field

Minimum Experience

- Two (2) years direct experience in a Social Services/First Nation
- Equivalent combination of education and experience may be considered

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Knowledge of the development stages of children
- Knowledge of the Child, Youth and Family Services Act and relevant legislation
- Knowledge of North Shore First Nations

Special Skills

- Excellent telephone and interpersonal skills
- Excellent customer service skills

- Excellent conflict resolution and problem solving skills
- Excellent oral and written communication skills
- Excellent organizational and time management skills
- Excellent computer skills with MS Office software and computer knowledge
- Ability to attend to detail
- Ability to manage multiple priorities and work in a fast-paced environment
- Ability to take initiative and work independently
- Ability to work within a team environment
- Ability to meet deadlines and work flexible hours
- Ability to adapt to and manage change
- Ability to work with confidential and sensitive information

Other Requirements

- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings;
- Ability to understand and speak Anishinaabemowin is a definite asset;
- Must provide a Police Records Check deemed satisfactory by the employer;
- Must have a Class ‘G’ Ontario Driver’s Licence, access to a vehicle and the ability to travel;
- Must have \$1M automobile insurance coverage.

WORK SITE LOCATION

Location is to be determined.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Team Supervisor - Access will typically be in an office setting. The Team Supervisor - Access is frequently required to operate a computer, file and retrieve written documents and work overtime when required or during emergency situations. The physical demands include but are not limited to: standing, sitting, walking, lifting, carrying and reaching, handling, kneeling, crouching and bending.

Administration positions can be described as emotionally challenging. As a result, this position is more emotionally challenging than physical. There will be extended periods of sitting for administrative purposes.

Non-physical demands include a work environment where the noise level is usually low to moderate, but may be loud on occasion. The nature of the position may expose the Team Supervisor - Access to moderate levels of tension when dealing with issues. The level of tension is usually moderate with high levels of tension occurring on occasions.

Given the traditional practices of Indigenous people, from time to time exposure to smoke from the burning of sacred medicines; tobacco, sweet grass, sage or cedar, may occur.

TECHNOLOGY & EQUIPMENT

Computer, Photocopier, Telephone, Fax Machine, Cell Phone, MS Office software and other related computer technology.

SUPERVISORY RESPONSIBILITY

This position will be required to supervise a minimum of four (4) employees

KEY RELATIONSHIPS

Internal

The position requires interaction with the Protection and Resource Managers, Team Supervisors, Frontline Workers, Cultural Services Department, Administrative Assistants, and other staff.

External

The Ministry of Children, Community and Social Services, Children’s Aid Societies, other First Nation communities, and all service related agencies within the First Nation that respond to child welfare service delivery needs.

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Nogdawindamin reserves the right to modify job duties or the job description at any time.

SIGNATURE

This is to acknowledge that I have received a copy of this job description and understand its contents.

Signature of Employee:

Date