

**Job Description**

POSITION:	Team Supervisor – Alternative Care
ACCOUNTABILITY:	Protection and Resource Manager
CLASSIFICATION:	Full-time
DATE APPROVED:	February 15, 2023

**JOB PURPOSE**

The Team Supervisor – Alternative Care is responsible for directly supervising Alternative Care staff. The Team Supervisor – Alternative Care is responsible for providing direction, coaching and clinical supervision to staff on all matters relating to child welfare protection service delivery while ensuring that their efforts are in alignment with the Agency’s strategic planning, policies and procedures as well as the legal framework of the Child, Youth and Family Services Act and First Nation standards of practice. The Team Supervisor – Alternative Care functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of the Nogdawindamin Family and Community Services and contributes to the accomplishment of the strategic priorities.

**KEY JOB FUNCTIONS**

**Case Management**

Supervise and oversee the day-to-day responsibilities of the Alternative Care Department.

- Assign new intakes to appropriate personnel;
- Ensure the regular, consistent and appropriate completion by Alternative Care staff of all necessary alternative care case related written reports, records and documents within specified time periods;
- Supervise the day-to-day operations of the Alternative Care staff for case conferencing and case reviews;
- Provide support and direction to the Alternative Care staff for the consistent provision of thorough and relevant assessment, planning, implementation and evaluation of all children and families being served by the Agency from the point of referral to closure of file;
- Ensure the consistent and appropriate application of Agency service policies and procedures, native code of ethics, and protocols by all direct service staff with respect to the provision of services to children and families;
- Conduct file audits;
- Ensure that monthly statistical data is compiled and submitted to the Protection Resource Manager;
- Make recommendations to improve on and maintain the case management record and filing system;
- Inform Protection Resource Manager of all contentious and/or exceptional issues or cases and decisions made.

**Program Specific:**

Ensure the Alternative Care program is delivered in accordance with Ministry guidelines and agency objectives.

- Support the licensing process in a thorough and timely manner;
- Ensure the delivery of Alternative Care provider training;
- Support and guide the development of the Alternative Care recruitment workplan; Ensure that all Alternative Care resources are in compliance with licensing requirements;
- Review and process all Home Assessments in accordance with agency and Ministry guidelines;
- Forward e Placement Request forms to Alternative Care parents
- Actively acquire new knowledge and skills and applying them to the daily performance of job activities;
- Maintain an awareness of changes in technology, professional, and organizational standards;
- Use initiative, critical thinking, research, and analysis in the performance of duties;
- Deliver appropriate services and supports;

**Liaison:**

Communicate with internal and external parties on program objectives/goals

- Participate in the establishment of program policies and services in consultation with the appropriate First Nation’s personnel, leadership and/or community members;
- Establish lines of communication with relevant resource organizations and child welfare collaborative; i.e. Children’s Aid Societies and Ministry of Children, Community and Social Services, mental health, health, education;
- Participate as an active member of the Agency’s Management Team and Services Management Team Meetings by ensuring that feedback is solicited from and provided to Alternative Care staff on a regular basis;
- Engage our First Nation communities, and internal/external partners, through collaboration and relationship building;
- Attend community-based management team and/or child welfare committee meetings as requested for matters related to Alternative Care;
- Assist in promoting the Agency through presentations at conferences, seminars, public education events, etc.

**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 Anishinawbe 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 Anishnawbemowin 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**

- Honours Bachelor of Social Work (HBSW)
- Bachelor of Arts (BA) degree may be considered

### **Minimum Experience**

- Five (5) years' direct experience working with children and families involved in child welfare protection

- Three (3) years' direct management and administration experience in a child welfare protection or social service agency
- Equivalent combination of education and experience may be considered

**Knowledge Requirements**

- Knowledge of Nogdawindamin programs and services
- Knowledge of relevant legislative framework and policies reflecting current child welfare practice
- Knowledge of First Nation service delivery, customs and traditions in responding to child welfare
- Knowledge of external service and service agencies
- Knowledge of all relevant legislation including the Child, Youth and Family Services Act, Employment Standards Act, Ontario Human Rights Code, Occupational Health and Safety Act and other relevant legislation, as well as understanding of the design and operation of various service delivery models
- Knowledge of North Shore First Nations

**Special Skills**

- Excellent leadership and management skills
- Excellent human resource management skills
- Strong professional ethics
- Excellent interpersonal and communication skills
- Excellent organizational and administrative skills
- Excellent time management skills
- Excellent computer skills
- Excellent conflict resolution, mediation and problem solving skills
- Ability to lead and coach others utilizing a collaborative and strengths-based approach
- Ability to work with First Nation communities and people
- Ability to take initiative and work independently
- Ability to facilitate strong inter-departmental relationships
- Ability to establish and maintain effective working relations and to develop strong, effective teams
- Ability to work within a team environment
- Ability to meet deadlines and work flexible hours
- Ability to adapt to and manage change
- Ability to translate relevant legislation into language understood by team, children and families served, and First Nation communities
- 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 Anishnaabemowin 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 to be determined.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

While performing the duties of this job, the Team Supervisor – Alternative Care will typically be in an office setting. The Investigation and Assessment Supervisor 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, reaching, handling, kneeling, crouching and bending. The Team Supervisor – Alternative Care will be required to travel to meetings in the province of Ontario.

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The administration of employees and provision of child welfare services can be emotionally challenging. As a result, this position is more emotionally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings.

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

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 and cell phone

**SUPERVISORY RESPONSIBILITY**

The position supervises a minimum of four (4) employees.

**KEY RELATIONSHIPS**

**Internal**

The position requires interaction with the Protection and Resource Managers, Team Supervisors, Manager of Legal Services, Investigation and Assessment Workers, Child Welfare Front Line Staff, Support Workers, Director of Human Resources, Cultural Services Department, Administrative Assistant and other staff.

**External**

The Team Supervisor – Alternative Care will interact with 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 Family and Community Services 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