

Job Description

POSITION:	Manager of Service Complaints
ACCOUNTABILITY:	Chief Executive Officer/Quality Assurance
CLASSIFICATION:	Full-Time
DATE APPROVED:	

JOB PURPOSE

The Manager of Service Complaints will manage the Agency's complaints process to ensure the highest standards of service is provided to service users. The Manager of Service Complaints 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

Complaint Management:

Manage the full process of complaints to ensure appropriate resolution and highest standards of service are achieved.

- Receive and File Complaints within Microsoft Lists and Sharepoint;
- Acknowledge complaints and relay acknowledgment letters;
- Schedule resolution meetings;
- Perform file reviews to determine the timeline of activities;
- Reference activities and themes with the policy framework and service best practice;
- Interview complainants and involved parties;
- Analyze data related to service complaints to identify areas of service failure, gaps and trends;
- Provide recommendations for identified policies and procedures for service improvement;
- Liaise with internal resources to ensure resolution;
- Verify internal resolution activities;
- Coordinate the assignment of debriefing activities;
- Ensure completion of all debriefing activities;
- Prepare internal briefing notes identifying complaint content, actions, and resolution;
- Prepare and submit monthly complaint reports for external funders;
- Prepare and submit reports required within licensing processes;
- Prepare quarterly and annual summaries for the Board of Directors;
- Working with legal staff to investigate allegations of illegal activity or misconduct by Agency employees.

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.

- Ensure submissions of reports are completed and reviewed;
- Prepare reports, statistics, briefing notes and correspondence as required;
- Develop and maintain an individual detailed work plan of activities;
- Ensure confidentiality and safekeeping of all Agency documents and records;
- Develop and maintain accurate, up-to-date and concise work files;
- Work in compliance with the Occupational Health and Safety Act and any other relevant legislation;
- Prepare and submit monthly reports and travel expense claims and maintain attendance records;
- Follow Agency 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

- Master of Social Work (MSW) is preferred
- Bachelor of Arts or College Diploma 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 agency
- Equivalent combination of education and experience may be considered

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings
- Knowledge of external service and service agencies
- Knowledge of best practices as it relates to complaint management
- knowledge of relevant legislative framework and policies reflecting current child welfare practice
- 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 design and operation of various service delivery models

- Knowledge of North Shore First Nations

Special Skills

- Excellent conflict resolution, mediation, and problem solving skills
- Excellent leadership and management skills
- Excellent decision-making skills
- Excellent professional ethics
- Excellent interpersonal and communication skills
- Excellent organizational and administrative skills
- Excellent time management skills
- Excellent computer skills with Microsoft Office software experience
- Ability to work with First Nation communities and people
- Ability to develop creative and new solutions
- Ability to work independently
- Ability to take initiative and work independently
- Ability to facilitate strong inter-departmental relationships
- 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 to be determined.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Manager of Service Complaints will typically be in an office setting. The Manager of Service Complaints 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 Manager of Service Complaints will be required to travel to meetings in the province of Ontario.

The complaints process 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 Manager of Service Complaints 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 phones

SUPERVISORY RESPONSIBILITY

This position is not required to supervise workers.

KEY RELATIONSHIPS

Internal

The position requires interaction with the Chief Executive Officer, Senior Director of Services, Director of Services, Director of Human Resources, Protection and Resource Managers, Team Supervisors, , Manager of Legal Services, Child Welfare Front Line Staff, Quality Assurance Workers, Anishnawbe Aadizwin Department, Administrative Assistant and other staff.

External

The position 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