

Job Description

POSITION:	Manager of Accountability and Compliance
ACCOUNTABILITY:	Chief Executive Officer/Quality Assurance
CLASSIFICATION:	Full-Time
DATE APPROVED:	

JOB PURPOSE

The Manager of Accountability and Compliance is responsible to lead and develop an effective Compliance Monitoring program to ensure the Agency's efforts are in alignment with the Agency's strategic planning, policies and procedures, the legal framework of the Child Youth and Family Services Act, and First Nation standards of practice. The Manager of Accountability and Compliance will complete ongoing file reviews of child protection and voluntary service files to identify areas of improvement and support departments to address areas of concern. The Manager of Accountability and Compliance 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

Agency-Wide Compliance

Work in collaboration with agency departments to ensure the agency is in compliance with child protection and voluntary service files.

- Lead the development and oversight of an effective Compliance Monitoring program to ensure the agency is in compliance with Ministry, First Nation and Agency standards, policies, and procedures;
- Identify Agency-wide needs for case management improvements;
- Complete file reviews of child protection and voluntary service files;
- Identify areas of improvement and support program leads in developing workplans to address areas;
- Responsible for ensuring consistency in case management across the organization;
- Provide direction and support to managers and team supervisors in addressing gaps in documentation;
- Ensure the development and support of teams undergoing Ministry Audits and reviews;
- Develop reports and share findings with the Chief Executive Officer and Senior Director of Services;
- Develop executive summaries and lessons learned reports on compliance reviews, audits, and other reviews;
- Ensure the development of compliance reports that include a system to track when expectations are past due;
- Establish an ongoing schedule and method for auditing and monitoring case management data;
- Ensure the development of a system for ongoing file reviews that supports improved case management practices;
- Compose recommendations for identified policy/procedural gaps.

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

- 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
- Superior 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 concerns
- Knowledge of external service and service agencies
- Knowledge and experience in mediation

- Knowledge of the legal rights of children, parents, and caregivers in Child Welfare court actions
- Knowledge of North Shore First Nations

Special Skills

- Excellent leadership and management skills
- Excellent decision-making skills
- Excellent interpersonal and communication skills
- Excellent conflict resolution, mediation and problem solving skills
- Excellent organizational, and administrative skills
- Excellent time management skills
- Excellent computer skills and Proficient in MS Office Software and computer knowledgeExcellent attention to detail
- Ability to work with First Nation communities and people
- Ability to manage multiple priorities, projects or programs
- Ability to develop creative and new solutions
- Ability to deal with court authority
- Ability to work independently
- Ability to use a variety of decision-making strategies
- Ability to facilitate strong inter-departmental relationships
- Ability to establish and maintain effective working relationships and to develop strong effective teams
- Ability to lead and coach others utilizing a collaborative and strengths-based approach
- Ability to work within a team environment
- Ability to meet deadlines and work flexible hours
- Ability to translate relevant legislation into Agency based language
- 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 License, 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 Accountability and Compliance will typically be in an office setting. The Manager of Accountability and Compliance 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 Manger of Compliance will be required to travel within the districts of Algoma and Sudbury/Manitoulin.

The duties of the Manager of Accountability and Compliance can be emotionally and mentally challenging. As a result, this position is more emotionally challenging than physically challenging. There will be extended periods of sitting for administrative purposes as well as to attend case conferences and meetings.

Non-physical demands include a work environment where the noise level is usually a moderate level, but may be loud on occasion. The nature of the position may expose the Manager of Accountability and Compliance 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 is not required to directly supervise any employees.

KEY RELATIONSHIPS

Internal

The position requires interaction with the Chief Executive Officer, Senior Director of Services, Directors of Services, Protection and Resource Managers, external Counsel , internal Counsel Law Clerks, Legal Anokiiwin, , Supervisor of Legal Services, Investigation and Assessment Workers and Supervisors, Child Welfare Workers and Supervisors, Administrative Assistants and Prevention Services. .

External

The Manager of Accountability and Compliance will collaborate where necessary or participate in community engagement that may involve other Children's Aid Societies, First Nation child welfare agencies, Tribal Councils, other legal counsel, consultants, First Nation Chief and Councils, court personnel and officers, judges, children and families, Alternative Care Providers and other agencies involved in child welfare service delivery.

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