

Job Description

POSITION:	Protection and Resource Manager
ACCOUNTABILITY:	Director of Services
CLASSIFICATION:	Full-time
DATE APPROVED:	May 27, 2014

JOB PURPOSE

Reporting to the Director of Services, the Protection and Resource Manager directly supervises all team functions. The Protection and Resource Manager supervises and coordinates the efforts of the Generic Child Welfare teams within their regions and ensures their efforts are in alignment with the Agency's strategic planning, policies and procedures as well as within the legal framework of the Child and Family Services Act, Ontario Child Protection Standards 2007 and First Nation standards of practice.

KEY JOB FUNCTIONS

Program Support and Supervision:

Supervise and oversee the management of service teams by providing leadership, guidance, coaching, mentoring, support and regular evaluation.

- Ensure all provision of services and case management practices appropriately incorporate the enhancement and development of a positive cultural identity for the children, families and communities served
- Ensure the development and consistent supervision of thorough and relevant assessment, planning, action and evaluation of all children and families being served by the Agency from the point of referral to closure
- Consistently adhere to Agency mission, Ontario Child Protection Standards 2007, best practice standards, rules, policies and procedures to promote effective casework practices
- Plan, organize, and monitor to ensure that all casework activities are consistent with Ontario Child Protection Standards 2007, legislation, practice standards and regulations, Agency philosophy, policies, procedures, and community norms
- Ensure services are provided using family-centered, strengths-based, child-focused practices while assisting families in building their capacities to provide safe and nurturing relationships for children
- Develop supervisory strategies to create and sustain a work environment that encourages continuous self-assessment, quality improvement and ongoing staff development
- Develop open and effective communication opportunities that ensure feedback and strengths-based communication are used to resolve individual and team performance problems
- Advocate for the development of services that embody First Nation customs, traditions and values
- Participate in Agency and community strategic and operational planning activities
- Use a variety of decision making strategies in different circumstances and environments
- Identify and assess the origins and dynamics of conflict among Agency departments, communities, children, families, staff members and service providers
- Implement data sources and data collection strategies that support ongoing development and monitoring of Agency quality service delivery
- Manage program budget and develop service plans in accordance with the Agency service philosophy and vision

Manage Unit Programs and Services:

Ensure the Agency consistently provides comprehensive, competent, relevant and culturally appropriate services.

- Coordinate and facilitate various internal meetings to monitor, recommend improvements and implement services
- Research, develop and implement service models for all current Agency programs
- Develop and monitor service policies and procedures
- Coordinate training for clients, First Nation communities, Alternative Care Providers and service providers as needed

- Recommend, direct, monitor, report and sign service agreements including customary care and Alternative Care agreements
- Ensure Agency compliance with Ministry of Child and Youth Services Serious Occurrence directive and reporting requirements
- Ensure the provision of on-call and after-hours service
- Update staff regarding Agency services
- Provide quarterly service reports regarding all services the Agency provides
- Manage case consultation for contentious cases and ensure supervisors report all contentious cases and apprehensions at any time
- Facilitate the Internal Home Assessment Review Committee as required to review, accept, approve and deny Alternative Care applications
- In cooperation with Team Supervisors, consult with First Nations for recruitment and retention of Alternative Care homes
- Assist in the preparation of Ministry annual review or audit and compile attachments for annual application
- Ensure systems are in place for effective collaborative services and meet with Children's Aid Society's to discuss services
- Draft and review protocols and any amendments annually or as required
- Review, discuss and present protocols with Agency Supervisors, First Nations, Child Welfare Committee and collateral agencies

Leadership in Child Welfare:

Create a work environment that supports achievement of the Agency's mission and promotes excellence in direct practice.

- Develop a supportive and caring work environment to keep staff engaged, involved and invested in their work
- Demonstrate various types of power, authority and influence available to supervisors and their potential effect in leading the team and individual staff
- Demonstrate how effective leadership can enhance staff performance and successful achievement of Agency and team objectives
- Model and demonstrate how regional team meetings can benefit planning, monitoring, problem solving, education, transfer of learning, and maximizing team and Agency development
- Schedule regular auditing and assessment of all service delivery activities and documentation
- Model to, instruct on and monitor staff in the provision of services that meet the unique needs of the children, families and communities served
- Develop a work plan that ensures continual planning as an integral part of leadership, management and direct supervision
- Model and reinforce cultural competence in all aspects of communication, interpersonal relationships and casework practices
- Establish and sustain a work environment that promotes and rewards optimal performance, an ongoing commitment to excellence and the adoption of a strength-based cultural practices
- Review monthly statistics from supervisors and discuss any concerns with Supervisors

Human Resources:

Provide guidance, direction and support to human resource department staff.

- Provide leadership, guidance, support, supervision and direction to services teams and ensure understanding and alignment with organizational values, goals and priorities
- Ensure performance expectations are clear and consistent
- Monitor and address employee performance and conduct performance reviews
- Assist with staff development and individualized training plans
- Assist Team Supervisors in using supervisory conferences, team meetings, case reviews and observations of caseworkers to identify ongoing strategies to meet the team's training needs

- Ensure Team Supervisors can engage and fully involve staff in evaluating and planning to improve their job performances
- Model and coach Team Supervisors in specific skills that require development
- 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
- Ensure development and monitoring of staff work plans
- Participate in recruitment of staff including assisting with screening, interviews, development of job descriptions and preparing interview questions
- Ensure orientation of new staff
- Coordinate team meetings
- Conduct internal investigations against Supervisors and/or service complaints
- Provide guidance and support to Supervisors when they are investigating service complaints and contentious cases
- Mediate issues between supervisors and other departments
- Conduct work load analysis and ensure complement of staff to provide services
- Develop and execute a recruitment and retention strategy for service support staff
- 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 with the Services Management Team
- Review and monitor financial and operational reports on a monthly basis with the Services Management Team for each service and program
- Approve expenditures which fall within the limit of authority and sign payment requests
- Ensure financial policies and procedures are adhered to
- Assist with analyzing and evaluation of all programs and services and overall operations

Interagency Participation:

Actively participate in internal, external, local, regional or committees/groups in support of services to the Agency.

- Actively participate on the Services Management Team, Board Services Committee, Elders' Council, In-Service Staff Meetings, Home Assessment Committee and other internal committees/groups in support of services to the communities
- Collaborate with internal and external agencies to provide quality programs and services to the communities and to promote Agency services
- Liaise with First Nation communities including Health Directors, Senior Managers, Chiefs and Councils, Community Support Services Workers and Alternative Care Families, to promote services, policies and procedures and to secure feedback on programs and services
- Liaise with the Ministry regarding Serious Occurrence incidents, reporting, guidance and support

Administration and Reporting:

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

- Develop and submit a detailed yearly work plan, with goals, objectives and measurable indicators of success
- Develop a training plan in conjunction with Team Supervisors
- Provide a monthly report to the Director of Services regarding Agency compliance with Ministry of Child and Youth Services Serious Occurrence directive and reporting requirements
- Ensure confidentiality and safekeeping of all Agency documents and records
- Develop and maintain accurate, up-to-date and concise work files

- Prepare and deliver comprehensive reports on service activities
- Work in compliance with Occupational Health and Safety Act and any other relevant legislation
- Prepare and submit monthly reports, attendance records and travel expense claims
- Follow the Agency's human resources, finance and other policies and procedures in the performance of duties

Other Duties:

- Oversee Outcome Evaluations Project and liaise with consultant on a regular basis to provide information and direction and to provide reports to the Executive Director and Service Committee
- Assist Executive Director with securing funding for Children's Mental Health
- Participate in internal or external committees as required or assigned
- Other duties as required and assigned

QUALIFICATIONS

Minimum Education

- Master of Social Work degree

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
- Practice background relating to child maltreatment, child development, attachment theories, addictions, domestic violence and strength-based family empowerment practices
- Experience writing proposals, policies, procedures and reports
- Experience working with Aboriginal people, organizations and communities

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 relevant legislative framework and policies reflecting current child welfare practice
- Understanding of and ability to translate relevant legislation into Agency language, policies and procedures
- Knowledge of First Nation service delivery, customs and traditions in responding to child welfare concerns
- Knowledge of external service and service agencies

Special Skills

- Strong leadership and management skills
- Demonstrated financial management and human resource management skills
- Excellent interpersonal and communication skills
- Demonstrated excellence in conflict resolution, mediation, and problem solving
- Strong organizational and administrative skills
- High level of initiative and self-direction
- Excellent time management skills
- Excellent computer skills
- Strong professional ethics
- Proven ability to work with First Nation communities and people
- Ability to facilitate strong inter-departmental relationships
- Ability to establish and maintain effective working relationships and to develop strong, effective teams
- Demonstrated ability to lead and coach others utilizing a collaborative and strengths-based approach
- Ability to manage multiple priorities, projects or programs
- Ability to take initiative and work independently
- Ability to work within a team environment
- Ability to meet deadlines and work flexible hours
- Ability to work with confidential and sensitive information
- Ability to understand and speak Anishnaabemowin is a definite asset

Other Requirements

- Must provide a clear Police Records Check with Vulnerable Sector Check
- 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

The location of this position is to be determined.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

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

Management positions, administration of employees and provision of child welfare services can be emotionally and mentally challenging. As a result, this position is more mentally 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 Protection and Resource Manager to moderate levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

TECHNOLOGY & EQUIPMENT

Computer, photocopier, telephone, fax machine and cell phone

SUPERVISORY RESPONSIBILITY

The position supervises between four (4) and six (6) employees.

KEY RELATIONSHIPS**Internal**

The position requires interaction with the Executive Director, Director of Services, Senior Managers, Team Supervisors, Investigation and Assessment Supervisor, Manager of Legal Services, Director of Human Resources, Cultural Services Department, Administrative Assistant and other staff.

External

The Protection and Resource Manager will interact with Ministry of Child and Youth Services, Children's Aid Societies, First Nation communities, and other service related agencies.

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