

Job Description

POSITION:	Team Supervisor – Family Well-Being and Neonatal Services
ACCOUNTABILITY:	Neonatal Services Manager
CLASSIFICATION:	Contract
DATE APPROVED:	March 18, 2026

JOB PURPOSE

The Team Supervisor – Family Well-Being and Neonatal Services is responsible for the supervision of the Family Well-Being and Neonatal Services Programs. This position directly supervises the Family Well-Being Workers and Neonatal support staff on matters related to Family Well-Being and Neonatal service delivery. The Team Supervisor – Family Well-Being and Neonatal Services 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

Program Support and Supervision

Supervise day-to-day operations of the Family Well-Being and Neonatal staff by providing leadership, coaching, mentoring and regular evaluation.

- Plan, organize, and monitor the program and services to ensure all activities are consistent with legislation, standards, and regulations;
- Conduct outreach and networking with Circle of Care members (clinical, cultural, medical, and therapeutic) to ensure accessibility of services required by identified Indigenous women and families including infants and caregivers;
- Develop and review program indicators, goals, and outcome measures;
- Develop, coordinate and provide training for staff, clients, First Nation Communities, Alternative Care providers and service providers as needed;
- Coordinate and facilitate various internal meetings to monitor the Family Well-Being and Neonatal Services program and services;
- Provide supervision to Family Well-Being and Neonatal support staff for management of cases and to ensure services are provided using family-centered, strengths-based, child-focused practices for children while assisting families in building their capacities to provide safe and nurturing environments for children;
- Ensure quality standards and policies are developed and implemented;
- Participate in Agency and strategic planning activities;
- Implement data collection strategies that support ongoing development and monitoring of quality service delivery;
- Collect, report, and analyze monthly statistics for the Family Well-Being and Neonatal Services programs and input and monitor team statistical data within prescribed databases and ensure utilization of data sources
- Prepare comprehensive reports and provide recommendations to improve the effectiveness of services and programs;
- Conduct file audits;
- Ensure evaluation mechanisms are in place for delivery of prevention services program;
- Promote, support, and maintain effective working relations with internal and external collaterals;
- Maintain case management record and filing system.

Interagency Participation

To actively participate in internal, external, or local committees or groups in support of coordinating programs and services to stakeholders:

- Actively participate in the Specialized Services Team, Full Management, Agency-wide and other internal committees in support of the agency programs and services;

- Collaborate with internal and external agencies to monitor and assist in the development of the Family Well-Being and Neonatal programs and services;
- Maintain liaison with external agencies;
- Participate in internal and external meetings or committees as requested;
- Conduct client needs assessments and liaise and work effectively with collateral agencies and organizations, and First Nations to coordinate appropriate services for positive outcomes;

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 observations of case workers 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;
- Promote collaboration and effective conflict resolution skills to resolve individual and team performance concerns;
- 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 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, best practice standards and policies and procedures to promote effective casework practices;

- 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 open, effective and professional communication strategies 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 teamwork plan 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

- Bachelor of Social Work Degree preferred
- College diploma in Human Services required

Minimum Experience

- Three (3) years' direct management and administration experience
- Three (3) year's direct service experience with children and families
- Experience working with Indigenous people, organizations, and communities
- Equivalent combination of education and experience may be considered

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Knowledge of North Shore First Nations
- Knowledge of First Nation service delivery, customs and traditions in responding to child welfare matters
- Knowledge of local services available to children and families
- Knowledge of CWIS and CIMS
- Knowledge and understanding of relevant legislative framework and policies reflecting current child welfare practice including the Child Youth and Family Services Act

Special Skills

- Excellent interpersonal and communication skills
- Excellent case management and coordination skills
- Excellent mediation, conflict resolution and problem solving skills
- Excellent leadership and management skills
- Excellent written and oral communication skills
- Excellent planning and organizational skills
- Excellent time management skills
- Excellent computer skills with MS Office software
- Ability to work independently and within a team environment
- Ability to deal with difficult and conflicting situations
- Ability to work flexible hours, including unplanned overtime
- Ability to lead and coach others utilizing a collaborative and strengths-based approach
- Ability to facilitate strong inter-departmental relationship
- Ability to work with confidential and highly sensitive and personal information
- Ability to work with First Nation communities and people

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.

WORKSITE LOCATION

Location to be determined.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Team Supervisor – Family Well-Being and Neonatal Services will typically be in an office setting with regular meetings with children, families and other professionals. The Team Supervisor – Family Well-Being and Neonatal Services 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. The Team Supervisor – Family Well-Being and Neonatal Services will be required to travel to meetings in the province of Ontario.

Administrative positions can be mentally challenging. The administration of social work programs can be mentally and emotionally challenging. As a result, this position is more mentally challenging than physical. There will be extended periods of sitting for administrative purposes or to attend meetings.

Non-physical demands include a work environment where the noise level is usually quiet to moderate but may be loud occasionally. The nature of the position may expose the Team Supervisor – Family Well-Being and Neonatal

Services to high levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring on occasions.

The Team Supervisor – Family Well-Being and Neonatal Services may be exposed to potentially hazardous environments including driving conditions and volatile situations during home visits.

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

TECHNOLOGY & EQUIPMENT

Computer, Photocopier, Telephone, Cell Phone, Fax Machine.

SUPERVISORY RESPONSIBILITY

The position may supervise up to ten (10) employees.

KEY RELATIONSHIPS

Internal

The position requires interaction with the Director of Services, Protection and Resource Managers, Team Supervisors, Cultural Services Department, co-workers, and other staff.

External

The Team Supervisor – Family Well-Being and Neonatal Services will interact with Ministry of Children, Community and Social Services, First Nation Health Directors and other staff, Children’s Aid Societies, First Nation Communities, OPP, 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