

Job Description

POSITION:	Director of Services - Protection
ACCOUNTABILITY:	Chief Executive Officer
CLASSIFICATION:	Full-time
DATE APPROVED:	August 19, 2025

JOB PURPOSE

As a member of the Management Team, the Director of Services is accountable for providing strategic and operational leadership on all aspects of Child Welfare Protection Services for the Agency. The Director of Services is responsible to ensure that the Agency consistently provides and develops comprehensive, competent, relevant and effective child welfare services for First Nation children, families and communities. The Director of Services is also responsible to efficiently manage, supervise, direct and develop all aspects of direct client services for the Agency. The Director of 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

Service Program Support:

Responsible for the overall operation of the Agency’s programs and services, including the development and implementation of effective service delivery.

- Oversee the delivery of Child Welfare Protection services to the seven (7) North Shore First Nation communities and all Indigenous children and families within Nogdawindamin’s jurisdictional territory;
- Ensure services are consistent with and supportive of the relevant social and cultural contexts;
- Provide direction, support and supervision to a team of Protection and Resource Managers and ensure achievement of service objectives and goals;
- In collaboration with the Senior Director of Services, facilitate the development of effective working relationships with First Nations communities served by Nogdawindamin to ensure compliance with legislation and alignment with the Agency’s service model, mission, vision and values;
- Ensure provision of services and case management practices appropriately incorporate the enhancement and development of positive cultural identity of the children and families served;
- Consult with Elders and other community leaders and members regarding community values and customs to ensure integration in planning and development processes for new service initiatives;
- In coordination with the Senior Director of Services, establish effective partnerships with government, health, police, other social service agencies and schools in support of enhanced collaboration aimed at the development of new programs and services;
- Ensure adherence to the standards set out in Nogdawindamin policies, protocols and procedures as well as the Child and Youth Family Services Act, Ministry guidelines, the Ontario Risk Assessment Model and the Child Welfare Transformation Agenda;
- Provide consultation and direction to Protection and Resource Managers and workers in the management of high-risk cases, serious occurrences, child deaths, and legal matters and provide leadership in the development of solutions and strategies;
- In coordination with the Senior Director of Service, analyze complex and contentious organizational and service issues, provide recommendations to the senior management team and develop solutions based on best practice strategies;
- Develop and negotiate service protocols and agreements with key community partners;
- Ensure Agency representation on committees as well as community and provincial working groups related to service issues;
- In coordination with the Senior Director of Service, and Senior Management, ensure the development of responsive and innovative programs and services in response to emerging trends and needs of Indigenous children and their families;

- Ensure the provision of relevant service data, reports and projections for the Senior Director of Services to facilitate decision making with the Services Committee and Board of Directors;
- Ensure Agency compliance with the Ministry of Child and Youth Services Serious Occurrence directive and reporting requirements;
- In coordination with the Quality Assurance Department, develop data collection strategies to support ongoing development and monitoring of quality Agency service delivery;
- Authorize Alternative Care rates.

Planning, Development and Implementation:

Ensure the development and implementation of plans, policies, procedures and practices.

- Collaborate with the Senior Management Team in building a strong service vision based on the Agency's mission, vision, values, strategic directions and service model;
- Collaborate with the Senior Management Team to ensure the development of standards, policies and procedures which are consistent with the Agency's mission, vision and values and comply with government directions and all relevant legislation;
- Collaborate with the Senior Management Team in the development of the Agency's strategic plan, annual service plan, financial plans and funding submissions;
- Monitor trends and ensure analysis and reporting on prevention and child welfare service data, volumes, projections and statistics;
- In coordination with the Quality Assurance Department and the Senior Director of Service, encourage the development of sound research initiatives and improve program planning to ensure new programs and services are in alignment with community expectations and needs and are in compliance with OACAS accreditation, provincial standards, legislative requirements and the Agency's strategic imperatives;
- In coordination with the Senior Director of Service, and the Senior Management team, Develop and recommend policies and procedures which reflect First Nation's increasing responsibility for the delivery of child welfare services and ensure cultural competence;
- In coordination with the Quality Assurance Department, Senior Management and the Senior Director of Service, Develop and recommend policies, procedures and training programs to promote the bi-cultural competence of staff and ensure client access to cultural healing services and the effective integration of contemporary and traditional helping methods reflective of the Agency Cultural Services Manual;
- Support the seven (7) North Shore First Nation communities in planning for new or adapted services to address identified community needs, and report plans and recommendations to the Senior Director of Services;
- Oversee internal and Ministry audits, reviews, and licensing processes and report on such to the Senior Director of Services and Board when needed;
- Monitor programs and performance against established internal and external benchmarks;
- Act on behalf of the Senior Director of Services as required and represent Nogdawindamin at committees, Boards and community events as assigned;
- Establish a regular schedule and method to audit and monitor all service delivery activities;
- Plan, develop, administer and participate in special projects assigned by the Senior Director of Services.

Community Relations:

Promote, support and maintain effective services and programs as well as establish positive working relationships with the Agency's staff.

- Identify and create opportunities for improving linkages, partnerships and joint ventures with other agencies and organizations and establish and maintain effective working relationships with stakeholders and community partners;
- In coordination with the communications Manager, Prepare and use annual reports, newsletters, brochures and other printed material to educate the community about Agency programs, services, needs and general child welfare issues;
- As assigned by the Senior Director of Service, Liaise with government and community organizations, participate in external committees aimed at facilitating open communication and identify opportunities

- for increased collaboration and partnerships;
- Establish effective working relationships with the leadership, administrative and program staff of each First Nation community served, with the people living off-reserve in Nogdawindamin territory and with off-reserve First Nations agencies and organizations;
- Establish a schedule of regular meetings with First Nations communities to identify and prioritize organizational development, policy requirements and training needs relative to servicemanagement, delivery and integration;
- Negotiate service protocols to ensure effective communication and service coordination between external agencies, Nogdawindamin and the seven (7) North Shore First Nation Communities;
- Assist the Senior Director of Services in finalizing community service agreements between First Nation service providers and Nogdawindamin to support integration of services;
- Support each First Nation in developing service delivery position descriptions and terms of reference for their Child Welfare committee when needed;
- Collaborate with each First Nation to develop community development project proposals which:
 - Assist in identifying strategies for the enhancement of child welfare community service teams and systems.
 - Will result in more effective service delivery to community members.

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 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 degree

Minimum Experience

- Ten (10) years' child welfare protection experience within Indigenous communities
- Five (5) years' direct management and administration experience within a social service context and preferably in child welfare protection
- Experience working within culturally appropriate service models for Indigenous people
- Experience working with Elders, Healers and contemporary helpers
- 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 First Nation service delivery, customs and traditions in responding to child welfare
- 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 leadership and management skills
- Excellent financial management and human resource management skills
- Excellent organizational, administrative and planning skills
- Excellent research skills
- Excellent problem solving and conflict resolution skills
- Excellent analytical skills
- Excellent negotiation skills
- Excellent oral and written communication skills
- Excellent time management skills
- Excellent computer skills with MS Office and CWIS software
- Strong professional ethics
- Ability to make decisions and provide recommendations
- Ability to manage multiple priorities
- Ability to write comprehensive reports
- Ability to take initiative and work independently
- Ability to develop, lead and work within a senior level team environment
- Ability to build consensus
- Ability to meet deadlines and work flexible hours
- Ability to adapt to and manage change
- Ability to work with First Nation people and communities
- Ability to understand and support the structure and operations of the North Shore Tribal Council, the seven (7) First Nations served by Nogdawindamin and the Association of Native Child and Family Service Agencies of Ontario
- Ability to support both traditional and contemporary healing practices
- Ability to understand and support Nogdawindamin service delivery model, organization and service policies
- Ability to provide services in ways that respect First Nation cultural and spiritual practices
- 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 Director of Services will typically be in an office setting. The Director of 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, reaching, handling, kneeling, crouching and bending. The Director of Services will be required to travel to meetings in the province of Ontario.

The administration of employees and service demands 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 Director of Services 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 Aboriginal 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 directly supervises a minimum of five (5) employees.

KEY RELATIONSHIPS

Internal

The position requires interaction with the Chief Executive Officer, Senior Management, Protection and Resource Managers, Legal Services, Cultural Services, Administrative Assistant(s) and other staff.

External

The Director of Services will interact with the Ministry of Children, Community and Social Services, Children’s Aid Societies, First Nation Child Welfare Agencies, Tribal Councils, Legal Counsel, Consultants, First Nation Chief and Councils and other 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