

Job Description

POSITION:	Protection and Resource Manager
ACCOUNTABILITY:	Director of Services
CLASSIFICATION:	Full-time
DATE APPROVED:	November 14, 2022

JOB PURPOSE

The Protection and Resource Manager directly supervises all team functions and coordinates the efforts of the Child Welfare related teams. The Protection and Resource Manager 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

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, current Ontario Child Protection Standards, 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 current Ontario Child Protection Standards, legislation, practice standards and regulations, Agency philosophy, policies, procedures, and community norms;
- Ensure services are provided using family-centered, strengths-based, child-focused and culturally grounded 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 challenges;
- 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 optimal quality service delivery;
- Develop service plans in accordance with the Agency service philosophy and vision;
- Participate in the afterhours/on-call schedule.

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;
- Collaborate with First Nation communities to identify training needs, Alternative Care Providers and service providers as needed;

- Identify training needs for Alternative Care providers and collateral service providers as required;
- Recommend, direct, monitor, report and sign service agreements including customary care and Alternative Care agreements;
- Ensure Agency compliance with Ministry of Children, Community and Social 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 major/important decisions affecting families and communities;;
- 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;
- Draft and review protocols and any amendments annually or as required;
- Review, discuss and present protocols with Agency Supervisors, First Nations 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;
- Assist Supervisors to effectively utilize authority, lead and develop teams and individual staff members to achieve desired outcomes;
- 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, instruct, 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 practice;
- Review monthly statistics/reports from supervisors and discuss any concerns..

Interagency Participation:

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

- Actively participate on the 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.

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
- Bachelor of Social Work Degree and or Bachelor of Arts Degree 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
- 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 Indigenous people, organizations and communities
- Equivalent combination of education and experience may be considered

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Knowledge of relevant legislative framework and polices 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

- Excellent leadership and management skills
- Excellent financial management and human resource management skills
- Excellent interpersonal and communication skills
- Excellence in conflict resolution, mediation, and problem solving skills
- Excellent organizational and administrative skills
- Excellent time management skills
- Excellent computer knowledge in MS Software
- Strong professional ethics
- 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
- 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

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 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.

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 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 Children, Community and Social 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