

Job Description

POSITION:	Team Supervisor – Jordan’s Principle
ACCOUNTABILITY:	Program Manager – Jordan’s Principle
CLASSIFICATION:	Full-Time
DATE APPROVED:	April 27, 2022

JOB PURPOSE

The Team Supervisor – Jordan’s Principle directly supervises the Case Managers by providing guidance, direction and support. The position ensures the program is designed and implemented ensuring all funding service-related coordination and planning are applied through Indigenous Services Canada. The Team Supervisor – Jordan’s Principle functions within legislative requirements, regulations, policies and procedures and the Mission and Vision of Nogdawindamin Family and Community Services.

KEY JOB FUNCTIONS

Program Support:

Oversee funding service-related coordination and planning are applied through Indigenous Services Canada according to program service requirements.

- Plan, organize and monitor the program and services to ensure all activities are consistent with legislation, standards and regulations;
- 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 quality standards and policies are developed and implemented;
- 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;
- Apply agency service coordination and workflow process from intake, ongoing case management and discharge in conjunction with agency mandated and non-mandated programs;
- Act as a liaison and provide education and information sessions to agency staff and to the communities we serve in relation to Jordan’s Principle;
- Participate in monthly and/or quarterly First Nation updates
- Manage service-related data collection processes as defined by senior management;
- Ensure services are provided using family-centered, strengths-based, child-focused practices for children and families;
- Advocate for the development of services that embody First Nation customs, traditions and values;
- Implement data sources and data collection strategies that support ongoing development and monitoring of Agency quality service delivery.

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;

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- 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.

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

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- 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

Minimum Experience

- Three (3) years’ experience coordinating and/or managing social programs and services
- Two (2) years’ direct service experience with children and families
- Equivalent combination of education and experience may be considered

Knowledge Requirements

- Knowledge of First Nation communities and structures
- Knowledge of local services available to children and families
- Knowledge of Excel, Access and CWIS
- Knowledge and understanding of the Child, Youth and Family Services Act

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.

Special Skills

- Excellent interpersonal skills
- Excellent case management and coordination skills
- Excellent mediation and conflict resolution skills
- Excellent problem-solving 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 manage multiple priorities, projects or programs
- Ability to work independently and within a team environment
- Ability to deal with difficult and conflicting situations
- Ability to adapt to and manage change
- Ability to work flexible hours including unplanned overtime
- Ability to work with confidential and highly sensitive and personal information
- Proven ability to work with First Nation communities and people
- 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

WORK SITE LOCATION

The position location will be determined.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Team Supervisor – Jordan’s Principle will typically be in an office setting. The Team Supervisor – Jordan’s Principle 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 – Jordan’s Principle will be required to travel to meetings in the province of Ontario.

Management 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 on occasion. The nature of the position may expose the Team Supervisor – Jordan’s Principle to high levels of tension when dealing with issues. The level of tension is usually moderate with high levels of tension occurring on occasions.

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 Program Manager, Director of Services, Protection and Resource Managers, Supervisors, co-workers and other staff.

External

The position will interact with First Nation communities and other staff, community service providers, 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