

Job Description

POSITION:	Clinical Intake/Case Management Supervisor
ACCOUNTABILITY:	Manager – Children’s Mental Health Services
CLASSIFICATION:	Full-time
DATE APPROVED:	

JOB PURPOSE

Reporting to the Manager – Children’s Mental Health Services, the Clinical Intake/Case Management Supervisor is responsible for directly supervising Clinical Intake/Case Management Workers within Children’s Mental Health Services. The Clinical Intake/Case Management Supervisor is responsible for providing direction, coaching and clinical supervision to staff on all matters relating to the completion of client intakes to Children’s Mental Health Services while ensuring efforts are in alignment with the Agency’s strategic planning, policies and procedures as well as the legal framework of the Child, Youth and Family Services Act and First Nation standards of practice.

KEY JOB FUNCTIONS

Front Line Support and Supervision:

Supervise and oversee the day-to-day case management of the Clinical Intake/Case Management team by providing leadership, guidance, mentoring, support and regular evaluation.

- Ensure provision of services and case management practices appropriately promote the enhancement and development of positive cultural identities of the children, families and communities served;
- Ensure development and consistent day-to-day supervision of thorough and relevant assessment, planning, action and evaluation to all children and families being served by the Agency;
- Review client intakes and service recommendations completed by Clinical Intake/Case Management Workers to ensure most appropriate and least intrusive services are provided;
- Consistently adhere to Agency vision, mission, best practice standards, policies and procedures to promote effective casework practices;
- Plan, organize, make decisions for, and monitor all casework activities to ensure consistency with legislation, practice standards, regulations, Agency vision, mission, policies, procedures and community norms;
- Provide clinical supervision and ensure services are provided using family-centered, strengths-based, child-focused practices while assisting families;
- Ensure orientation and competency-based, in-service training is provided to workers to assure they acquire the appropriate knowledge and skills to perform the functions of their positions;
- Develop open and effective communication strategies to promote collaboration and effective conflict resolution skills to resolve individual and team performance problems;
- Support the development of services that represent First Nation customs, traditions and values;
- Identify, assess and develop strategies to resolve conflict among Agency departments, communities, children, families, staff members and service providers;
- Input and monitor team statistical data within prescribed databases;
- Ensure team is utilizing data sources and data collection strategies that support ongoing development and monitoring of Agency quality service delivery;
- Manage team budget and develop team work plans in accordance with the Agency service philosophy and vision;
- Ensure information is communicated to team in a clear, concise and understandable manner;
- Translate relevant legislation into language understood by team, children and families served, and First Nation communities.

Leadership:

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

- Demonstrate and reinforce cultural competence in all aspects of communication, interpersonal relationships and casework practices;
- Demonstrate effective leadership to enhance staff performance in successful achievement of Agency and team objectives;
- Develop a supportive and caring work environment to encourage staff to be engaged, involved and invested in their work;
- 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;
- Identify and demonstrate the importance of creating a shared vision of a positive future for First Nation children and families to help staff find meaning and value in their work;
- Identify job roles and responsibilities that serve children, families, community leadership, and administrative and legislative requirements;
- Instruct, monitor and model to staff the provision of services that meet the unique needs of the children, families and communities served;
- Organize and lead regular team meetings to enhance planning, monitoring, problem solving, education, transfer of learning, and team and Agency development;
- Respond to requests for Agency information, case consultations and attendance at community meetings.

Human Resources:

Provide guidance, direction and support to team.

- Develop and lead supervisory conferences, team meetings and case reviews and observe caseworkers in order to identify ongoing strategies to meet the team's training needs;
- Develop team and individualized training plans;
- Ensure a regular schedule of performance review is identified and ensure full involvement of staff in evaluating and planning to improve their job performance;
- Ensure adherence to organizational policies, procedures, practices and standards;
- Ensure development and monitoring of staff work plans;
- Ensure orientation of new staff;
- Identify proactive strategies of communicating performance standards and motivating workers;
- Monitor and address employee performance and conduct performance reviews;
- Participate in recruitment of staff including assisting with screening, interviews, job descriptions and development of interview questions;
- Provide leadership, guidance, support, supervision and direction to team and ensure understanding of and alignment with organizational values, goals and priorities;
- Recommend human resources required for the department;
- Support a culture of learning and professional development, and ensure leadership development opportunities exist for staff.

Administration and Reporting:

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

- Develop a team work plan that ensures continual planning as an integral part of leadership, management, and direct supervision;
- Develop and maintain a detailed work plan of activities;
- Develop and maintain accurate, up-to-date and concise work files;
- Ensure 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;
- Follow the Agency's human resources, finance and other policies and procedures in the performance of duties;

- Prepare and deliver summary reports;;
- Prepare and submit monthly reports, attendance records and travel expense claims;
- Work in compliance with Occupational Health and Safety Act and any other relevant legislation.

Other Duties:

- Participate in internal or external committees as required or assigned;
- Other duties as required and assigned.

QUALIFICATIONS

Minimum Education

- Master of Social Work degree is preferred and would be an asset
- Honors Bachelor of Social Work (HBSW) degree

Minimum Experience

- Five (5) years' direct experience working with children and families involved in child, youth and family mental health service
- Three (3) years' direct management and administration experience in a child, youth and family mental health or social service agency

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, youth and family mental health practice;
- Knowledge of mental health screening and intervention methods;
- Knowledge of external service and service agencies;
- 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.

Special Skills

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

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 Clinical Intake Supervisor will typically be in an office setting. The Clinical Intake Supervisor 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 Clinical Intake Supervisor will be required to travel to meetings in the province of Ontario.

The administration of employees and provision of child, youth and family mental health services 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 Clinical Intake Supervisor 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 phones

SUPERVISORY RESPONSIBILITY

The position supervises the Clinical Intake Workers within Children's Mental Health Services.

KEY RELATIONSHIPS

Internal

The position requires interaction with the Manager – Children's Mental Health Services, other Team Supervisors, Child Welfare Front Line Staff, Client Records Clerks, Director of Services, Cultural Services Department, Administrative Assistant and other staff.

External

The position requires interaction with First Nation communities and all service related agencies within the First Nation, community-based service providers, Children's Aid Societies, school boards, local healthcare providers etc.

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