

Job Description

POSITION:	Team Supervisor
ACCOUNTABILITY:	Protection and Resource Manager
CLASSIFICATION:	Full-time
DATE APPROVED:	November 14, 2022

JOB PURPOSE

The Team Supervisor is responsible for directly supervising Child Welfare Protection Workers and Service Support Staff. The Team Supervisor is responsible for providing direction, coaching and clinical supervision to staff on all matters relating to child welfare protection service delivery. The Team Supervisor 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

Child Welfare Support and Supervision:

Supervise and oversee the day-to-day case management of a community-based child welfare team by providing leadership, guidance, coaching, mentoring, support and regular evaluation.

- Ensure provision of services and case management practices appropriately incorporate 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;
- 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 in building their capacities to provide safe and nurturing environments for children;
- 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;
- Ensure information is communicated to team in a clear, precise and understandable manner;
- Translate relevant legislation into language understood by team, children and families served, and First Nation communities;
- Provide supervision for afterhours/on-call.

Leadership in Child Welfare:

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

- Develop a supportive and caring work environment to encourage staff to be engaged, involved and invested in their work;
- Organize and lead regular team meetings to enhance planning, monitoring, problem solving, education, transfer of learning, and team and Agency development;

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- Instruct, monitor and model to staff the provision of services that meet the unique needs of the children, families and communities served;
- Demonstrate 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 strength-based cultural practices;
- Identify and demonstrate the importance of creating a shared vision of a positive future for First Nation children and families;
- Identify job roles and responsibilities that serve children, families, community leadership, and administrative and legislative requirements;
- Respond to requests for Agency information, case consultations and attendance at community meetings.

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.

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- 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

- Honors Bachelor of Social Work (HBSW) degree
- Bachelor of Arts (BA) degree may be considered

Minimum Experience

- Five (5) years' direct experience working with children and families involved in child welfare protection is preferred

- Three (3) years' direct management and administration experience in a child welfare protection or social service agency is preferred
- Equivalent combination of education and experience may be considered

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Knowledge of relevant legislative framework and policies reflecting current child welfare practice
- Knowledge of First Nation service delivery, customs and traditions in responding to child welfare
- 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

- Excellent leadership and management skills
- Excellent human resource management skills
- Strong professional ethics
- Excellent interpersonal and communication skills
- Excellent organizational and administrative skills
- Excellent time management skills
- Excellent computer skills in MS Office Software and computer knowledge
- Excellent conflict resolution, mediation, and problem solving skills
- Ability to lead and coach others utilizing a collaborative and strengths-based approach
- Ability to work with First Nation communities and people
- Ability to take initiative and work independently
- Ability to facilitate strong inter-departmental relationships
- Ability to establish and maintain effective working relations and to develop strong, effective teams
- Ability to work within a team environment
- Ability to meet tight deadlines and work flexible hours
- Ability to adapt to and manage change
- 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.
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WORK SITE LOCATION

Location to be determined.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

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

The administration of employees and provision of child welfare 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 Team Supervisor 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 phones

SUPERVISORY RESPONSIBILITY

The position supervises a minimum of five (5) employees.

KEY RELATIONSHIPS

Internal

The position requires interaction with the Protection and Resource Managers, other Team Supervisors, Investigation and Assessment Supervisor, Manager of Legal Services, Child Welfare Front Line Staff, Children Support Workers, Client Records Clerks, Director of Human Resources, Cultural Services Department, Administrative Assistant and other staff.

External

The position will interact with the Ministry of Children, Community and Social Services , Children’s Aid Societies, other First Nation communities, and all service related agencies within the First Nation that respond to child welfare service delivery needs.

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