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**SERVICE SUPERVISOR**  
**Family Service and Mentor Program**  
**Posting # 2018-26**

**EMPLOYEE GROUP:** Leadership, Permanent, Full Time  
**DEPARTMENT:** Protection Department  
**REPORTS TO:** Director of Service  
**LOCATION:** Owen Sound  
**DATE POSTED:** October 12, 2018  
**CLOSING DATE:** October 26, 2018

Please submit cover letter and resume, quoting posting #2018-26 to HR Mailbox ([hr@bgcfs.ca](mailto:hr@bgcfs.ca)) attention, Kaitlyn McArthur on or before October 26, 2018 at 4:30 p.m.

This is an internal and external posting.

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**Purpose Statement**

Reporting to the Director of Service, the Service Supervisor is responsible for overseeing the day to day operations of all activities of the Family Service Team and Mentor Program in accordance with the prescribed standards, guidelines and regulations of the Child, Youth and Family Services Act at the Bruce Grey Children and Family Services (BGCFS). The Family Service Team will consist of a number of experienced Authorized CPW's (Mentors) and new to the field, Unauthorized CPW's (Mentees). The Mentees will progress through the program with the completion of the Child Welfare Professional Training Series, Authorization Candidacy Exam and a comprehensive orientation program to the field of child welfare, community partners and BGCFS.

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**Main Duties and Responsibilities**

**Case Consultation and Supervision**

- Assigns cases transferred and assures prompt and effective case management transfer to case closing
- Advises, monitors mentors and clinically supervises workers in all aspects of planning, organizing and delivering program services to clients and their families, foster families and/or adoptive families, using collaborative decision making techniques to ensure the most suitable service or program is chosen to meet the needs of the children and ensure those services are delivered
- Monitors and reviews all case files ensuring the timely completion of casework recordings, proposed casework plans of care/service including critical decisions such as apprehensions, placements and placement changes, safety plans,

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permanency, court applications etc., approving the same in accordance with agency policy, professional standards and legislative requirements

- Meets, with children, families, foster parents, adoptive parents and the worker to explain, clarify and/or processes and expectations and to review progress, gather information and/or to create a shared understanding
- Leads or attends case conferences to review the plans, set direction, allocate resources, delegate tasks etc., often including collateral professions to ensure appropriate co-ordination of services
- Meets with legal services and the worker for the purpose of discussion, clarification of information and determining legal direction
- Monitors, reviews and ensures timely completion of court affidavits in accordance with the legislature and regulations; teaches, coaches and mentors staff in trial testimony
- Approves all related expenditures according to agency policy and processes
- Participates directly in unusual, contentious or problematic situations

### **Program Delivery**

- Oversees all scheduling of Mentors and Mentees ensuring adequate day-to-day coverage for the provision of necessary services and program outcomes and problem-solves scheduling issues as they arise
- Implements and participates in quality improvement processes and activities
- Ensures that child and family services roles and processes are clearly articulated to the team and that service goals and standards are known and are being utilized
- Implements recommendations and action plans emanating from internal and external reviews, audits as directed by Director
- Provides input into possible improvements to programs and services
- Ensures compliance with existing and new requirements and standards of the CYFSA and ministry regulations, including risk assessment and child protection standards services, children in care including foster care licensing, OPR foster and group care, residential licensing, adoption and all such related requirements
- Responds to client complaints and documents steps taken and conducts or assists in reviews as required, and makes report findings and recommendations to the Director
- Collaborates with community partners

### **Leadership**

- Exemplifies and inspires behaviours, actions and attitudes that are consistent with BGCFS's vision, mission and values
- As a member of the Leadership Team, participates in the development and successful implementation of the Strategic Plan
- Provides leadership for the operational success of the assigned service team
- Promotes integration of activities across portfolios and monitors achievement of objectives
- Provides advice on service, team or program issues and challenges to both

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senior management and/or BGCFS employees

- Articulates and constantly monitors key metrics of the team to assess their efficiency and effectiveness to ensure the highest level of service is being provided
- Leads the team through periods of enormous change and exemplifies the role of an enthusiastic “champion of change”
- Reviews, assesses and/or has input into policy and programs that best meet the needs of the team
- Provides leadership to designated work groups, programs and/or committees as required
- Represents the BGCFS in OACAS and joint CAS/community committees, demonstrating political acuity to ensure successful representation; participates on committees as required
- At the request of the Director, may serve as Acting Director during the Director’s planned absence

### **Relationship Management**

- Establishes and maintains effective relationships with internal and external partners that could include the leadership team, Foster parents, volunteers, numerous community and professional agencies and institutions and other CAS’s and/or the OACAS
- Represents the BGCFS in conferences and meetings
- Employs consensus building skills to ensure the most beneficial, collaborative outcomes
- Collaborates with stakeholders in the implementation of team plans and programs
- Develops and maintains collaborative relationships at all levels of the organization to ensure the most effective services are provided
- Demonstrates excellent crisis intervention and crisis management skills
- Ensures ethnic, spiritual, linguistic, familial and cultural differences are respected

### **Supervision of Human Resources**

- Provides supervision to all team members and manages in a manner that motivates, guides and directs employees to the realization of BGCFS values, objectives and performance expectations; maintains a work environment that expects fairness, consistency, respect and approachability while promoting staff participation, team work and positive employee relations
- Oversees staff orientation, learning and development plans and ensures accordance to BGCFS policy, procedure and guidelines
- Manages recruitment, performance evaluation, coaching, discipline and termination where necessary ensuring accordance to Human Resources policy and within the context of collective agreement(s)
- Manages the effective and efficient distribution and utilization of team staff members based on the established productivity levels, program goals and guidelines that ensure continuity in the provision of necessary services and sufficient staff coverage

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- Leads regular team meetings to set goals and monitor team performance and engages the team in successful accomplishment of goals
- Holds people accountable to standards of performance including conducting annual performance appraisals that support staff in establishing and attaining performance goals
- Works in and ensures that staff work in a manner consistent with the requirements/regulations of the Occupational Health and Safety Act, and BGCFS policy and procedures
- Manages attendance according to policy

### **Other Related Activities**

- Monitors and approves selected expenditures and contributes to cost containment in areas of authority and responsibility
- Ensures own and program/staff expenditures adhere to BGCFS policies
- Strives to meet or exceed all accountabilities and achieve continuous quality improvement and excellence in all activities and outcomes
- Participates in mandatory learning/education to maintain and update skills and knowledge whenever deemed necessary
- Implements new procedures and controls deemed necessary by management
- Assists in the training and orientation of peers
- Provides back up to other Service Supervisors during periods of vacation, illness and other absence
- Participates on internal and/or external committees as required
- Leads, facilitates and participates in special projects and performs other duties as required

### **Knowledge, Education, Experience, Skills and Attributes**

#### **Qualifications**

- MSW required
- Minimum 5 years experience in progressively responsible positions and
- Minimum 2 years experience providing Clinical Supervision in a Supervisor position
- Excellent knowledge of CAS programs and services
- Solid knowledge of legislation governing child welfare including CYFSA and its regulations, Ministry standards, Children's Law Reform Act, Foster Care standards and investigation protocols
- A Solid knowledge of relevant CAS/industry computer applications including CPIN Eforms, CWIS and Fast Track
- Excellent knowledge and experience in the application of casework theory and best practice and the ability to transmit this through training, coaching and mentoring
- A satisfactory Police Records Check is required
- Valid Driver's License and access to a reliable motor vehicle with appropriate business class liability insurance may be required

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- Excellent knowledge of BGCFS business strategies, goals, priorities and programs, and related objectives and plans

### **General Skills and Attributes**

- Solid ability to use MS Office applications (e.g. Word, Excel, Outlook, PowerPoint, etc.)
- Solid knowledge of effective strategic planning, research, policy processes and evaluation techniques and proven ability to lead change and find creative solutions
- Excellent ability to make decisions of sound judgment, often in crisis or emergency situations and to manage the crisis situation appropriately
- Excellent ability to think analytically with attention to detail in the presence of frequent interruptions
- Excellent planning, time-management, multi-tasking and organizational skills
- Excellent written, oral communication and interpersonal skills providing articulate, constructive, meaningful and timely interaction at all levels with the ability to make complex issues understandable
- Excellent mentoring, coaching and communication skills to provide instructions and guidance to staff with respect to activities, challenges and questions;
- Excellent dispute resolution and crisis management skills
- Excellent change management skills to achieve objectives
- Advanced understanding and commitment to quality service and best practice.
- Highly detail-oriented
- Ability to deal with highly sensitive and personal information in a confidential manner
- Acts with integrity, trustworthiness, humility, transparency and compassion
- Demonstrated critical thinking
- Excellent ability to work with and meet tight timelines

### **Efforts and Working Conditions**

- Work is primarily performed at a desk in a normal office environment
- Intermediate periods of sitting and computer/phone use
- The incumbent has the freedom to move about or change position at will
- Multi-tasks within a fast-paced, high-volume and demanding environment
- Occasional periods of data analysis and proofing of records required
- Absorbs and interprets information from multiple parties on a regular basis
- Required to listen to and reconcile multiple points of view being discussed/presented
- Frequent interruptions often dealing with critical issues
- Travel to the three BGCFS sites or within the BGCFS region
- Occasional travel outside the region is required
- Occasional requirement to work evening and/or weekend hours
- Provides on-call support evenings and weekends on a rotating basis

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### Disclaimer

The preceding position description has been designed to indicate the general nature, level and scope of the work performed by this position. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position.

### Anti-Oppression/Anti-Racism at BGCFS

*BGCFS is committed to having a workforce that is reflective of the diversity of the community and strongly encourages application from all qualified individuals, especially those who can provide different perspectives and contribute to a further diversification of ideas.*

### Accommodation at BGCFS

*We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at [hr@bgcfs.ca](mailto:hr@bgcfs.ca) . Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.*