



# Native Child and Family Services of Toronto

Native Child and Family Services of Toronto is an Indigenous, community controlled multi-service agency. Our mission is to provide support, ensure safety and enhance the quality of life for Indigenous families, children, and youth within the greater Toronto area. Our agency works within a holistic framework, which builds on individual and family strengths, and engages clients as partners in identifying issues and their solutions.

## Manager, Clinical Services

Classification:	Regular Fulltime	Location:	To Be Determined
Hours:	35 hrs/wk.		(Toronto)

### Position Summary

The Manager of Clinical Services (MCS) is responsible for organization, development, and management of the agency's clinical frontline services including cost management, personnel, materials, productivity and quality of work.

The MCS actively engages in the supervision of two frontline supervisors involved in the agency's clinical assessments. This involves Children and Youth Mental Health, PAR, Addictions and all initiatives including a Clinical Assessment and Treatment Clinic.

The MCS plans for all clinical services within the organization according to strategic objectives and priorities. This role is accountable for assessing local needs and ensuring availability and delivery of culturally appropriate support services and resources for child and family care, healing and well-being to the urban Indigenous community; professional leadership, including workforce planning; leading the implementation of standards; Delivering an integrated holistic systems approach to supporting communities; and Promoting social inclusion and wellbeing.

It is the responsibility of the MCS to manage the coordination and provision of services of NCFST and resolve any issues promptly. The manager as a member of the management team is responsible for maintaining effective systems and communication strategies with other program areas and internal divisions as well as community stakeholders.

### Major Responsibilities

- Oversee and provide leadership, direction and evaluation of a diverse range of culture based programs and integrated services and monitor those services to ensure that they are consistent with the internal standards of NCFST and the provisions of the Child, Youth and Family Services;
- Ensure services are being appropriately targeted on delivering improved outcomes and that the services that are provided are effective, efficient and represent value for money;
- Provide a clear leadership focus in providing a real and sustainable focus on child and family care, healing and well-being to the urban Indigenous community;
- Ensure that occupational and professional standards are maintained;
- Be responsible for providing ongoing professional expertise, support, mentoring and training to team members so that they have the required competencies to deliver services to both national and local standards;
- Complete performance management for the supervisors of clinical Treatment and Healing programs;
- Be responsible for the management of disciplinary or any extraordinary issues;
- Coordinate, edit and present necessary reports on all areas of jurisdiction to ensure overseeing body informed and up to date.

- Enforce and comply with all NCFST established policies, procedures, and programs;
- Ensure that procedures for handling external complaints from users of social care, and their families are working effectively.
- Other duties as assigned.

## Qualifications

- Possess a B.S.W, with 5 years' experience or a M.S.W., from an accredited university, with a minimum of 3 years' experience in a supervisory/management position within a social services agency; or alternatively a combination of related social services college/university education and 5 years' direct experience in a supervisory/management position in a social service environment.
- High level of literacy in Indigenous culture and urban Indigenous issues.
- Knowledge of all relevant legislation including the Child, Youth and Family Services Act, Ministry guidelines, the Ontario Risk Assessment Model and NCFST standards, policies, protocols and procedures.
- Strong supervisory and leadership skills combined with effective negotiation, diplomatic, and conflict resolutions skills.
- Ability to effectively communicate both verbally and in writing with clients, the community, external agencies and organizations as well as staff, including professional, and upper management.
- Highly developed organizational skills, and ability to multitask and prioritize.
- Strong analytical and problem solving skills.
- Demonstrated understanding, and commitment to, integrating the Native Child and Family Services of Toronto Mission and values in to practice, service and relationships.
- Demonstrated understanding of workplace Health and Safety practices and understanding of an employee's responsibility under current legislation.

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If you are interested in this job opportunity, please apply by email on or before **October 26, 2018** [hrncfst@nativechild.org](mailto:hrncfst@nativechild.org) quoting reference number **#18-10-06**

NCFST is committed to staffing a workforce representative of the Indigenous population we serve. We encourage First Nation, Metis and Inuit applicants to apply and please self-identify in their cover letter.

We are committed to providing a barrier-free work environment in accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, NCFST will make accommodations available to applicants with disabilities upon request during the recruitment process.

We thank you for your interest, however, only those applicants selected for an interview will be contacted.

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