



# 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, Youth Services

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

### Position Summary

The Manager of Youth Services (MYS) actively engages in the supervision, management and direction of all departments involved in Youth Services Programming, including the Drop-in Center, summer camps, and the Men's and Women's Transition Houses.

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

The manager is accountable for the preparation and evaluation of goals to be attained; ensuring programs are designed, implemented and operated in a manner consistent with the agency's cultural base, its agreements with funders and its accountability structures. The manager is expected to assist all agency service departments as necessary and is responsible for the performance management, recruitment, selection and promotion of personnel within the Youth Services department.

### Major Responsibilities

- Oversee and provide leadership, direction and evaluation of a diverse range of programs and services designed to ensure high quality of programming that are culture based and consistent with the internal standards of NCFST and all relevant legislative provisions.
- Develop policies and procedures ensuring that the programs are culture based and consistent with internal and external program standards and related Funder guidelines.
- Manage the human resource function (in consultation with Human Resources) including staff hiring, orientation, supervision, evaluation, discipline and discharge. All supervisors of the programs are direct reports to the Manager.
- In conjunction with Supervisors, prepare briefs, proposals, and reports for the programs as required.
- Develop and maintain effective communication links with other Agency Services as well as with program related resources such as elders, traditional teachers, consultants, funders, colleges and volunteers.
- Accountable for the establishment and maintenance of effective communication channels among program staff within Youth Services as well as other areas within the Agency, communicates agency-wide policies, activities and decisions to staff.
- Determine, secure and/or provide relevant training for staff.
- As a member participate and contribute to the work of the Agency's management circle.
- Participate in, or lead Agency committees and task forces involved in the development of agency-wide policies and systems for service delivery.
- Complete Performance management for the supervisors of the Youth Services department.
- Be responsible for the management of disciplinary or any extraordinary issues.

- Maintain detailed records of incidences, emergencies, and general performance of all Youth Services departments and their staff.
- Complete administrative tasks as required
- Prepare and edit necessary reports on all areas of Youth Services to ensure overseeing body informed and up to date.
- Enforce and comply with established policies, procedures, and programs.
- Conduct special projects as assigned.
- Evaluate staff performance and recommends personnel adjustments
- 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 Ministry guidelines, and NCFST standards, policies, protocols and procedures.
- Strong supervisory and leadership skills combined with effective negotiation, diplomatic, and conflict resolutions skills.
- Able 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** [hrcfst@nativechild.org](mailto:hrcfst@nativechild.org) quoting reference number **#18-10-07**

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.