



Halton Children's Aid Society JOB POSTING # 4-19

Service Supervisor

POSITION TYPE:	One (1) Regular, Full Time Position
DEPARTMENT:	Community Protection Services
REPORTS TO:	Director of Service
POSTING DEADLINE:	Resume and cover letter should be directed to hr@haltoncas.ca by February 25, 2019 at 4:30pm.

Reporting to the Director of Service, the Service Supervisor is responsible for overseeing the day to day operations of all activities of the assigned service team in accordance with the prescribed guidelines and regulations of the Child and Family Services Act at the Halton Children's Aid Society (Halton CAS).

Main duties and responsibilities include, but are not limited to:

Case Consultation and Supervision

- Ensures prompt and effective case assignment and management to file 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 families and ensure those services are delivered in a culturally sensitive manner
- 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, permanency, court applications etc., approving the same in accordance with agency policy, professional standards and legislative requirements
- May lead 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
- May attend hearings before the Child and Family Services Review Board
- Meets with workers and as needed, children, families, foster parents, adoptive parents to explain, clarify and/or processes and expectations and to review progress, gather information and/or to create a shared understanding
- Meets with legal services and the worker for the purpose of discussion, clarification of information and determining legal direction

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- Monitors, reviews and ensures timely completion of court affidavits in accordance with the legislature and regulations; teaches, coaches and mentors staff in trial testimony in conjunction with the Legal Department
- Supervises BSW and MSW placement students as approved by Human Resources
- Approves all related expenditures according to agency policy and processes
- Participates directly in unusual, contentious or problematic situations consulting with the Manager and/or Director for direction as necessary

Program Delivery

- Oversees all scheduling of workers ensuring adequate day-to-day coverage for the provision of necessary services and problem-solves scheduling issues as they arise
- Ensures all models of care, policies, programs, and procedures are implemented in accordance with relevant legislation and agency policy and procedures
- Implements and participates in quality improvement processes and activities
- Supervises and implement programs, as assigned, that support the community based model and strategic direction of the agency
- 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, MCYS 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 CFSA and ministry regulations, including risk assessment and child protection services, children in care including foster care and licensing, OPR foster and group care review, 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
- Directs the effective use of volunteers within the unit and works with the Volunteer Coordinator to solve problems
- Collaborates with community partners

Case Consultation and Supervision

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Leadership

- Exemplifies and inspires behaviours, actions and attitudes that are consistent with Halton CAS's vision, mission and values
- As a member of the Management 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 senior management and/or Halton CAS 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 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
- Models and utilizes evidence based practices
- Represents the Halton CAS in OACAS and joint CAS/community committees, demonstrating political acuity to ensure successful representation; participates on committees as required

Relationship Management

- Establishes and maintains effective relationships with internal and external partners that could include peer service teams, the leadership team, Foster parents, volunteers, numerous community and professional agencies and institutions and other CAS's and/or the OACAS
- Represents the Halton CAS 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

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- Provides supervision to all team members and manages in a manner that motivates, guides and directs employees to the realization of Halton CAS 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
- Provides appropriate guidance and support to staff during court proceedings
- Oversees staff orientation, learning and development plans and ensures accordance to Halton CAS 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
- 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 Halton CAS policy and procedures
- Manages attendance according to policy

Knowledge, Education, Experience, Skills and Attributes

Qualifications

- M.S.W. with a minimum of three (3) years child welfare experience preferred; or a B.S.W. with a minimum of five (5) years direct child welfare experience
- Previous supervisory or mentoring experience is considered an asset.
- Excellent knowledge of CAS programs and services
- Solid knowledge of legislation governing child welfare including CFSA and its regulations, Ministry standards, Children's Law Reform Act, and all relevant protocols and standards
- A solid knowledge of relevant CAS/industry computer applications including Eforms, CWIS, Frontline, Fast Track, CPIN
- 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 Vulnerable Sector Police Records Check is required
- Valid Driver's License and access to a reliable motor vehicle with appropriate business class liability insurance is required

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- Excellent knowledge of Halton CAS 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.)
 - 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

The Halton Children's Aid Society is an equal opportunity employer.

While we thank candidates for their application and interest in HCAS, only candidates selected for an interview will receive formal acknowledgement.

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 905-635-0575. Human Resources will work with the applicant and the interview committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.