

Job Description

POSITION:	Investigation and Assessment Supervisor
ACCOUNTABILITY:	Protection and Resource Manager
CLASSIFICATION:	Full-time
DATE APPROVED:	May 27, 2014

JOB PURPOSE

Reporting to the Protection and Resource Manager, the Investigation and Assessment Supervisor directly supervises all Investigation and Assessment team functions and ensures team efforts culminate in meeting the service objectives of the unit and standards set by the Agency and by regulation. The Investigation and Assessment Supervisor provides direction, coaching and clinical supervision to staff on all matters relating to child welfare service delivery, while ensuring their efforts are in alignment with the Agency's strategic planning, policies, procedures and First Nation standards of practice. The Investigation and Assessment Supervisor will be responsible for ensuring that services are delivered in accordance with the ministry child in care standards.

KEY JOB FUNCTIONS

Front Line Support and Supervision:

Supervise and oversee the day-to-day case management of the Investigation and Assessment team by providing leadership, guidance, coaching, mentoring, support and regular evaluation.

- Provide daily clinical supervision to workers with investigating and assessing risk to children within established procedural guidelines and timeframes as mandated by the Child and Family Services Act, Protocols, the Agency policies and procedures and First Nation code of conduct
- Ensure provision of services and case management practices appropriately incorporate the enhancement and development of a positive cultural identity of the children, families and communities served
- Ensure the 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
- Ensure the team demonstrates the purpose, intent, anticipated outcomes and best practices associated with the Ontario Child Protection Standards, the Eligibility Spectrum and the Ontario Safety and Risk Assessment tools
- Develop a roster identifying worker availability both during regular office hours and after hours on a quarterly basis, thus ensuring immediate response to child welfare concerns
- Demonstrate and model the philosophy of making every reasonable effort to prevent placement, to reunify children with their families and to find permanent families for children who cannot go home
- Plan, organize, make decisions, and monitor all casework activities to ensure consistency with legislation, practice standards and regulations, Agency philosophy, policies, procedures, and community norms
- Provide clinical supervision and ensure services are provided using family-centered, strengths-based, child-focused practices while assisting families with building their capacities to provide safe and nurturing relationships for children
- Ensure orientation and competency-based in-service training is provided to workers to assure they acquire the knowledge and skills to perform the functions of their positions
- Develop open and effective communication strategies to promote collaboration and effective conflict resolution to resolve individual and team performance problems
- 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 into the prescribed database
- Ensure team is utilizing data sources and data collection strategies that support ongoing development and monitoring of Agency quality service delivery
- Manage team budget and develop team work plans in accordance with the Agency service philosophy and vision
- Ensure information is communicated to team in a clear, precise and understandable manner

- Provide on-call supervision for covering on-call After-Hours Workers

Leadership in Child Welfare:

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

- Develop and model a coordinated response to engaging referral sources and gathering relevant information that will determine response time, identify investigation approach and provide a thorough assessment of safety threats and protective factors
- Develop a supportive and caring work environment to keep staff engaged and involved and to promote high levels of investment in their work
- Demonstrate effective leadership to enhance staff performance in successful achievement of Agency and team objectives
- Organize and lead regular team meetings to benefit planning, monitoring, problem solving, education and transfer of learning, and to maximize team and Agency development
- Model, instruct and monitor staff in 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 to help staff find meaning and value in their work
- Identify job roles and responsibilities that serve the children and 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 team.

- Identify proactive strategies of communicating performance standards and motivating workers
- Develop team and individualized training plans
- Develop and lead supervisory conferences, team meetings and case reviews and observe caseworkers to identify ongoing strategies to meet the team's training needs
- Ensure a regular schedule of performance review is identified and ensure full involvement of staff in evaluating and planning to improve their job performance
- Provide leadership, guidance, support, supervision and direction to team and ensure understanding and alignment with organizational values, goals and priorities
- Monitor and address employee performance and conduct performance reviews
- 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
- Ensure development and monitoring of staff work plans
- Participate in recruitment of staff including assisting with screening, interviews, job descriptions and interview questions
- Ensure orientation of new staff
- Recommend human resources required for the department

Administration and Reporting:

Complete administrative reports and adhere to Agency policies, procedures and relevant practices.

- Develop a team work plan that ensures continual planning as an integral part of leadership, management, and direct supervision

- **Ensure Agency compliance with Ministry of Child and Youth Services 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 Occupational Health and Safety Act and any other relevant legislation
- Prepare and submit monthly reports, attendance records and travel expense claims
- Follow the Agency's human resources, finance and other policies and procedures in the performance of duties

Other Duties:

- Participate in internal or external committees as required or assigned
- Assist in training and orientation of peers and students
- Other duties as required and assigned

QUALIFICATIONS

Minimum Education

- Master of Social Work Degree is preferred and would be an asset
- Honors Bachelor of Social Work (HBSW)

Minimum Experience

- Five (5) years' direct experience working with children and families involved in child welfare protection
- Three (3) years' direct management and administration experience in a child welfare protection or social service agency

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings
- 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 and Family Services Act, Employment Standards Act, Ontario Human Rights Code, Occupational Health and Safety Act and other relevant legislation, as well as understanding of the design and operation of various service delivery models

Special Skills

- Strong leadership and management skills
- Excellent human resource management skills
- Strong professional ethics
- Strong interpersonal and communication skills
- Strong organizational and administrative skills
- Excellent time management skills
- Excellent computer skills
- Demonstrated capability in conflict resolution, mediation and problem solving
- Demonstrated ability to lead and coach others utilizing a collaborative and strengths-based approach
- Proven 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 deadlines and work flexible hours
- Ability to adapt to and manage change

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- Ability to translate relevant legislation into language understood by team, children and families served, and First Nation communities
- Ability to work with confidential and sensitive information
- Ability to understand and speak Anishnaabemowin is a definite asset

Other Requirements

- Must provide a clear Police Records Check with Vulnerable Sector Check
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel
- Must have \$1M automobile insurance coverage

WORK SITE LOCATION

The location of this position is to be determined.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Investigation and Assessment Supervisor will typically be in an office setting. The Investigation and Assessment 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 Investigation and Assessment 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 Investigation and Assessment Supervisor to moderate levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

TECHNOLOGY & EQUIPMENT

Computer, photocopier, telephone, fax machine and cell phone

SUPERVISORY RESPONSIBILITY

The position supervises a minimum of four (4) employees.

KEY RELATIONSHIPS

Internal

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

External

The Investigation and Assessment Supervisor will interact with the Ministry of Child and Youth 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



NOGDAWINDAMIN FAMILY AND COMMUNITY SERVICES

EMPLOYMENT OPPORTUNITY

NOGDAWINDAMIN Family and Community Services, a designated Aboriginal Child Welfare Agency under the Child Youth and Family Services Act serving member First Nations situated between Sault Ste. Marie and Sudbury is seeking to hire a:

**PERMANENT FULL-TIME
TEAM SUPERVISOR – INVESTIGATION AND ASSESSMENT - EAST**
Salary Range: \$73,844.00 – \$90,706.00

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Qualifications

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- Honors Bachelor of Social Work (HBSW)
- Five (5) years' direct experience working with children and families involved in child welfare protection
- Three (3) years' direct management and administration experience in a child welfare protection or social service agency

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 Anishnaabemowin is a definite asset
- Must provide a Criminal 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

Nogdawindamin Family and Community Services has been in operation for over 25 years. 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. Accommodations are available upon request for candidates taking part in the recruitment process. **JOIN A GROWING AND DYNAMIC ORGANIZATION OFFERING REWARDING CAREERS, COMPETITIVE SALARIES, BENEFITS, PENSION AND A GREAT WORK ENVIRONMENT FOR INDIVIDUALS COMMITTED TO MAKING A DIFFERENCE.**

Please submit a job related resume and cover letter along with three work related references by:

Wednesday, March 13, 2019 – 4:00 pm

Hiring Committee

Nogdawindamin Family and Community Services
210B Gran Street, Batchewana First Nation, ON P6A 0C4
FAX (705) 946-3717 Email: hr@nog.ca

Preference will be given to applicants of native ancestry.

We thank all applicants for their interest; however only those selected for an interview will be contacted.

A full job description is located on our website at www.nog.ca