



2019-15

**York Region Children's Aid Society**  
16915 Leslie Street  
Newmarket, ON L3Y 9A1  
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March 12, 2019

**Applications are now invited for the position of:**

**SUPERVISOR, INTAKE AND ASSESSMENT SERVICES**  
**Richmond Hill Office**

**PURPOSE OF POSITION**

To direct, coordinate and evaluate the provision of Intake & Assessment Services to Agency clients within the Region of York through the development and monitoring of service delivery processes and the effective supervision of staff. To ensure that programs and services are provided in accordance with the Child, Youth and Family Services Act and other pertinent legislation, Ministry Standards and guidelines and Agency policies, directives and procedures.

**JOB SUMMARY**

1. This is a Supervisory position and is outside the Bargaining Unit.
2. The successful candidate will report and be accountable to the Director of Services.
3. The successful candidate will be responsible for the Supervision of a team of front-line Intake & Assessment Service Workers.
4. The successful candidate will ensure the most effective utilization of staff for whom he/she is responsible and other resources in the delivery of service according to the Society's policies and goals.
5. The successful candidate will evaluate the quality and relevance of the service provided and the effective use of staff for which he/she is responsible.
6. The successful candidate will be a member of the Management Team and as such will participate in the planning and coordinating of the Society, and will make recommendations and exercise decision making authority in certain areas regarding service issues and any matters related to the Society's operation.

**DUTIES**

The Supervisor will direct, exercise decision-making authority, coordinate and evaluate the activities of his/her team members, in order to ensure an adequate standard of service to clients. This includes, but is not limited to, the following responsibilities:

- To assign cases/tasks to staff as appropriate or required.
- Assumes clinical responsibility for advising staff regarding casework planning, intervention/ treatment strategies, etc.
- To review and assess pertinent case information and make decisions regarding apprehensions, court recommendations, admission/discharge of children from care, opening cases beyond investigation, transferring cases for ongoing service, etc.
- To provide professional direction and clinical expertise to staff on an ongoing basis and on difficult cases as required including problem solving in crisis situations and strategizing interventions.
- To review case progress and consults with staff on a regular basis to ensure clients are accurately assessed and to monitor the effectiveness of services provided and Agency practices and procedures.

- To recommend changes to service delivery as required and ensure the effective implementation of the same.
- To provide back-up to other Supervisory positions as required.
- To supervise and manage the activities of assigned staff and ensure that child protection and other pertinent legislation, Ministry Standards and guidelines and Agency policies, directives and procedures are adhered to.
- To evaluate the effectiveness and quality of services provided, identify gaps in service, participate in the development of agency service plans, budget submissions, goals and objectives, and policies and procedures through participation in Agency committees and task forces and direct input to Senior Management as required.
- To act as a member of the Agency's Supervisory Team and participate in the planning, development and formulation of recommendations for improved agency- wide service delivery.
- To develop recommendations for changes in service delivery and prepare proposals for submission and presentation to the Supervisory Team for discussion and approval or to Senior Management for consideration and approval.
- To participate in implementation of recommendations as required.
- To attend Agency Board of Director' meetings and represent program statistics, proposals, accountabilities to committees of the Board upon request.
- To coordinate and manage special projects as assigned.
- To represent the Agency on external committees, task forces, planning groups/bodies as assigned.
- To recommend the hiring/firing of staff or the transfer of staff within the Agency.
- To ensure the orientation and instruction of new staff.
- To evaluate performance, in consultation with individual staff, on an annual basis in relation to their job description and mutually agreed upon goals and objectives.
- To facilitate professional development of staff including identifying training needs for both new and experienced staff and ensure enrolment in appropriate programs to meet such needs.
- To communicate agency key messages and priorities to staff
- To participate as agents in change management initiatives
- Promote and support team work

### **REQUIRED EDUCATION AND EXPERIENCE**

1. The successful candidate must have demonstrated leadership potential.
2. The successful candidate must have sound decision-making skills.
3. The successful candidate must have strong communication skills
4. The successful candidate must have a good working knowledge of the Child and Family Services Act.
5. The successful candidate must have a good working knowledge of equity and inclusion and the impact on service delivery.
6. The successful candidate must have a Bachelor's Degree in Social Work from a University of recognized standing, combined with a minimum of three years' experience in social work within the field of child welfare or an equivalent combination of formal education, experience and training.
7. Previous Supervisory training would be an asset.
8. Bilingualism in French would be considered an asset.

### **SALARY RANGE**

\$84,096.19 -\$106,600.78

Applications for this position must be submitted in writing to the Director of Human Resources no later than March 20, 2019.

*York Region Children's Aid Society is dedicated to building a workforce that reflects the diversity of the community in which we live and serve.*

*The Society encourages applications from all qualified individuals. Applicants that may require accommodation during the selection process are encouraged to notify HR when contacted for an interview.*