



Family and Children's  
Services Niagara

Les Services à la famille  
et à l'enfance de Niagara

*For more than a century, Family and Children's Services Niagara, the local Children's Aid Society, has provided vital child welfare, family/community support, counselling, foster care and adoption services to residents in the Niagara Region.*

## Child Welfare Supervisor

Reporting to the Service Director, the Child Welfare 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, Youth and Family Services Act at FACS.

### Key Duties:

#### Case Consultation and Supervision

- Assigns cases for investigation, ensures prompt and effective case management including transfer to ongoing services, manages files at Family Service for continued review of services provided, and reviews for closure
- 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 ensure those services are delivered
- 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
- Meets, with children, families, foster parents, adoptive parents and the worker to clarify processes and expectations and to review progress, gather information and/or create a shared understanding
- Leads or attends case conferences to review the plans, set direction, allocate resources, delegate tasks etc., often including collateral professions to ensure appropriate coordination of services
- Meets with legal services and the worker for the purpose of discussion, clarification of information and determining legal direction
- Monitors, reviews and ensures timely completion of court affidavits in accordance with the legislature and regulations; teaches, coaches and mentors staff in trial testimony
- Approves all related expenditures according to agency policy and processes
- Participates directly in unusual, contentious or problematic situations consulting with the Service Director for direction as necessary
- Supervises the After Hours service on a rotational basis, including providing supervision in the provision of Child Welfare Service, ensuring after hours procedures are followed, and authorizing apprehensions and admissions to care

#### Program Delivery

- Oversees all scheduling of workers ensuring adequate day-to-day coverage for the provision of necessary services
- 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
- Ensures that child, youth 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, MCFCS 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 CYFSA and ministry regulations, including risk assessment and child protection standards services, children in care including foster care licensing, OPR foster and group care, 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
- Collaborates with community partners

### Supervision/Leadership

- Manages recruitment, performance evaluation, coaching, discipline and termination where necessary ensuring accordance to Human Resources policy and within the context of the collective agreement
- Oversees staff orientation, learning and development plans and ensures accordance to FACS policy, procedure and guidelines
- 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
- Provides supervision to all team members and manages in a manner that motivates, guides and directs employees in FACS 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
- Leads regular team meetings to set goals and monitor team performance and engages the team in successful accomplishment of goals
- Represents FACS in OACAS and joint CAS/community committees; participates on committees as required
- Performs other duties as required

### Qualifications:

- Bachelor of Arts in Humanities
- Minimum 5 years' experience in the field of Child Welfare
- Demonstrated competence as a front-line Child Protection Worker
- Preference will be given to candidates with supervisory experience
- Excellent knowledge of CAS programs and services, including legislation governing child welfare
- Excellent knowledge and experience in the application of casework theory and best practice and the ability to transmit this through training, coaching and mentoring
- Solid ability to use MS Office applications (e.g. Word, Excel, etc.)
- Excellent ability to make decisions of sound judgment, often in crisis or emergency situations and to manage the crisis situation appropriately
- Valid G Driver's License and access to a reliable motor vehicle with appropriate business class liability insurance

*Please apply with your cover letter and resume to:*

E-mail: [humanresources@facsniaagara.on.ca](mailto:humanresources@facsniaagara.on.ca)

*Please include your salary expectations.*

*We thank all applicants however only those considered for an interview will be contacted.*

*Preference will be given to candidates who are bilingual in French and English.*

*Family and Children's Services Niagara is an equal opportunity employer committed to inclusive barrier free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated through this process.*