



Native Child and Family Services of Toronto

Native Child and Family Services of Toronto is an Aboriginal, community controlled multi-service agency. Our mission is to provide support, ensure safety and enhance the quality of life for Aboriginal 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.

Team Lead, Tikinagan-Pre/Postnatal

Classification: Contract Full-Time
(13 months- includes benefits)

Hours: 35 hrs/week
Location: 185 Carlton Street

NCFST is committed to staffing a workforce representative of the Aboriginal population we serve. We encourage First Nations, Metis and Inuit applicants to apply and to please self-identify in their cover letter.

Position Summary

This is an exciting opportunity to develop supervisory skills on a new and evolving Pre/Post-Natal team!

We are currently seeking a motivated, enthusiastic Team Lead who will provide exceptional leadership, operational oversight and ongoing guidance to staff. With your leadership expertise you will effectively coordinate the flow of work and play an active role in escalation to ensure delivery and timely implementation of client service delivery decisions.

Position Summary

Under the direction of the Supervisor you will and be responsible for supporting the Tikinagan-Pre/Postnatal Program.

- Assisting with the overall supervision of the Agency's Pre/Postnatal Team.
- You will plan and schedule work assignments, set priorities and objectives, identify service level risks, provide performance feedback by identifying issues and opportunities and apply leadership skills to foster a culture of results driven teamwork and collaboration.
- Designing and implementing programs that are culture-based and consistent with internal and external program standards and related Funder guidelines.
- Assisting with reporting for financial and human resources purposes.
- Coordinate and/or deliver training on work practices, policies, procedures and legislation.
- Working with established policies, procedures, and programs and, in consultation with the Supervisor, of the Tikinagan-Pre/Postnatal Support Services, developing new policies and procedures as needed.
- Will provide designate backup when supervisor is not available.
- Support the development of systems, and provide technical expertise by guiding staff on complex and sensitive issues and analysis.
- Monitor and analyze client service delivery, develop metrics to identify trends, risks and opportunities and also recommend and implement solutions to enhance overall service delivery and client experience.
- Ensuring the programs meet the needs of the communities served.
- Support with daily functions and operations of the Tikinagan support services.
- Flexibility in terms of evenings and weekends is a requirement.
- Working directly in programs when needed.
- Comply with provincial and occupational health and safety legislation, regulations, policies and procedures.
- A current Ontario driver's license and access to a vehicle is required.
- Other duties as assigned.

What we are looking for

- Degree/ Diploma in the Human Service or Social Services field and 2-3 years of experience in a related position. Alternatively, an equivalent combination of relevant education in a related field and experience working with the Aboriginal community may be considered. Special consideration to those with experience within the maternal health field including doulas, childbirth educators and infant mental health practitioners.
- Strong knowledge of pregnancy, birth, infant mental health, early infant care and birth year cultural teachings.
- Excellent knowledge of Aboriginal trauma informed best practices
- Knowledge of the unique dynamics that exist within the First Nations, Inuit, and Métis cultures.
- Current vulnerable sector police record check, or ability to obtain one. Initiative and respect for confidentiality.
- Must have a driver's license, access to a car and hold an insurance policy that meets agency's standards
- 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.
- Ability to work effectively with all levels of staff, to maintain effective communication and working relationships, demonstrating strong interpersonal skills, tact, sensitivity and build strong internal relationships.
- Overtime may be required due to unforeseen circumstances.
- Please be advised that this position requires flexibility and the ability to work evenings and weekends.

If you are interested in this job opportunity, please apply by email on or before **December 17, 2019** hrcfst@nativechild.org quoting reference number **#19-12-03**.

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.