



## CAREER OPPORTUNITY – BILINGUAL SUPERVISOR OF FRENCH LANGUAGE SERVICES (FRENCH/ENGLISH)

**Full-time (contract until July 2021 with possible extension)**

**Salary – based on experience**

*Guided by Catholic values and teachings, we serve and offer bilingual (English/French) service to children, youth and families within the Hamilton community to protect their safety and well-being, strengthen families and nurture lifelong relationships.*

Reporting to the Service Director, the French Language Services Supervisor is responsible for the oversight of day to day operations of all activities of the assigned French Language Services team in accordance with the Child and Family Services Act and agency policies and procedures.

### **Qualifications:**

- Bilingual in both French and English. Able to communicate and write fully in both languages.
- MSW degree with 5 years' child welfare experience.
- Demonstrated understanding of the Child, Youth and Family Services Act, Ministry standards and guidelines, and investigation protocols.
- Excellent knowledge of CCAS program and services.
- Demonstrated knowledge and understanding of the Ontario Human Rights code and Federal Employment Equity Legislation.
- Well-developed leadership skills.
- Experience in managing organizational change initiatives and leading the development and implementation of special programs, reviews and positive outcome measures.
- Project management, policy and program development and implementation experience.
- Excellent communication skills in both French and English, including presentation/ teaching skills and strong verbal/written communications skills.
- Excellent interpersonal skills to liaise with community professionals, staff, resource parents and volunteers both within and outside the French community.
- Superior problem solving and analytical skills.
- Ability to identify needs, initiate, coordinate and manage the implementation of innovative solutions in response to FLS organizational issues.
- Excellent consultation skills at all levels within the organization.
- Ability to assess situations and to remain calm under pressure. Ability to deal with crisis situations, and to evaluate situations requiring assistance (i.e. police).
- Respectful and compassionate demeanor.
- Knowledge and commitment to anti-oppressive/anti-racist philosophy.
- The French Language Services Supervisor will travel both in the region of Hamilton and to the Niagara Region.
- Computer literate with demonstrated proficiency in Microsoft office and proprietary child welfare systems and programs.

- Bondable with acceptable police clearance, and satisfactory provincial records search.
- Valid Ontario Driver's license and acceptable drivers abstract.

#### **Summary of Duties and Responsibilities:**

- Assigns cases for investigation, case management including transfer to ongoing services, management of the files at the ongoing level up to and including closure of FLS cases.
- Clinically supervises the French Language team in all aspects of planning, organizing and delivering program services using collaborative decision making techniques.
- Monitors and reviews all case files ensuring the timely completion of case recordings, proposed plans of care/service including critical decisions, approving the same in accordance with agency policy, professional standards and legislative requirements.
- When necessary, meets with children, families, foster parents, etc. with the assigned FLS worker to assist in clarifying processes and expectations and to review progress, gather information and/or create a shared understanding.
- In serious or contentious FLS cases, to consult with and report to the Service Director, Protection or designate, for direction.
- Attend case conferences involving other professionals in the community in connection with contentious issues, transfers from other agencies, case management, and similar matters related to FLS cases.
- Where required, meets with the Legal Department and the assigned FLS worker, to assist with decision making and court preparation.
- To ensure appropriate coverage of all or partial aspects of files when the assigned worker is absent or unavailable, meeting families, developing and implementing plans, appearing in court, and all related duties.
- Monitors, reviews and ensures timely completion of court affidavits in accordance with legislature and regulations; teaches, coaches, mentors staff in trial testimony and court preparation of FLS cases.
- Oversees all scheduling of workers ensuring adequate day to day coverage for the provision of necessary services.
- Involvement and input on the screening and interviewing of potential FLS staff, making recommendations for final selection, subject to approval by the Service Director or designate.
- Orient and train new French Language personnel, providing instruction on such items as case work theory and practice, agency policies and procedures, relevant legislation, judicial processes etc.
- Other supervisory duties as assigned.
- Comply with Health and Safety policies and the Ontario Health & Safety Act.
- Committed to anti-oppression values of justice, equity, respect of the beliefs and traditions of others
- Committed to agency values of Success for Children, Youth and Families, Service Excellence, Integrity, Human Dignity & Respect, Communication & Collaboration, Compassion, Shared Accountability and Our Team

Position Description Available

**Reporting to:** Service Director

**Employment Terms & Hours of Work:** Regular Full-time (35 hrs/week)

**Position:** Management, Non-Union

**Starting Date:** As soon as possible

**Posting Date:** January 17, 2020

**Closing Date:** January 23, 2020

Apply in writing by submitting an updated resume and your current training record to:

[hr@hamiltonccas.on.ca](mailto:hr@hamiltonccas.on.ca)

*We are an equal opportunity employer and are committed to building an inclusive process  
that respects the dignity and independence of people with disabilities.  
If you require a disability related accommodation in order to participate in the recruitment process  
please inform Human Resources.*