

YORK REGION CHILDREN'S AID SOCIETY

16915 Leslie Street
Newmarket, ON L3Y 9A1
email: human.resources@yorkcas.org

Job Number: 2020 - 01

February 18, 2020

Applications are now invited for the position of:

MANAGER, CHILD PROTECTION SERVICES

The York Region Children's Aid Society mission is to champion the care and protection of children and youth and well-being of their families. The voice of the child is at the heart of everything we do and with confidence and resolution, we always strive to do the right thing. We are committed to excellence and to the principles of honesty, respect, and fairness, and take responsibility for our work, our decisions and our results. We value diversity, treat each other with dignity and compassion and empower individuals.

NATURE OF POSITION:

Reporting to the Director of Service, Child Protection Services and working closely with the Chief Operating Officer, the Manager, Child Protection Services will promote the development of excellence in service provision in accordance with the Society's vision and service philosophy. The Manager will ensure that all operations of the Society are within the legal framework of the CYFSA, its regulations and guidelines, Ministry standards as well as in alignment with Society and Board Policies. This position will be responsible for assisting the Director in the active management and development of department services, such as providing consultation and leadership to supervisors and managing projects and programs designed to meet the needs of children, youth and families and serve to monitor and enhance service delivery within the Child Protection Services Department.

MAJOR RESPONSIBILITIES:

- Lead and provide clinical direction to the planning and day to day operations to a team of Child Protection Supervisors within the Child Protection Services Department.
- In collaboration with the Director of Service, provide leadership in the development and maintenance of service delivery programs and systems as well as the analysis of service data and trends in order to support efficient and effective service delivery.
- Manage the Society's service delivery to children, youth and families with compassion, humility, integrity and inclusivity in addition to promoting full compliance with CYFSA legislation, its associated regulations, standards and directives, licensing requirements, as well as Board policies.
- In collaboration with the Director of Service and/or Chief Operating Officer, reviews and evaluates the effectiveness of programs and services on a regular basis. Monitors key performance indicators and quality improvement plans and outcome data. Makes recommendations for modifications, revisions or re-organization of services and deployment of staff.



- Work in partnership with supervisors and other Society staff and analyzes, plans for, and addresses service priorities and needs.
- Ensure the provision of service excellence to children, youth and their families that promotes safety, permanency, well-being, continuity, and resilience using the Society's System of Service approach.
- Ensure that all services and activities are provided in an inclusive, equitable, culturally sensitive and aware manner reflecting the values of the Society and the diversity of York Region.
- Participate in positioning the Society as leaders in child welfare by contributing and providing input at the field level in promoting high quality child welfare practices.
- Manage relationships with clients by involving them in the development of services, resolution of conflicts and disputes, and successful passage through the Society's client complaint procedure.
- Undertake a variety of managerial/organizational assignments such as training, public speaking and relations, and committee or workgroup membership, including both internal and external opportunities
- Will act for the Director of Service as required.
- Other related duties as may be assigned by the Director of Service and/or Chief Operating Officer.

QUALIFICATIONS:

1. Master's Degree in Social Work or an equivalency combined with several years of progressively responsible management experience within the child welfare sector.
2. Thorough knowledge of the Child, Youth and Family Services Act and other pertinent legislation, regulation, policy, legal processes, diversity, equity and inclusion principles and trends.
3. Strong knowledge of child welfare service delivery, strategies, methodologies and techniques in order to lead the day to day operations of the department.
4. Strong knowledge of government processes, reporting, policy analysis, implementation and evaluation.
5. Excellent understanding of services, issues, problems and potential directions in the child welfare field.
6. Proven leadership and supervisory skills in the areas of Vision and Strategy, Strategic Change and Adaptability, Equitable and Inclusive Outcomes and Practices, Compassionate and Value-Based Leadership, System and Community Leadership, Accountability and Results, People Management and Development, Engagement, Leadership Character and Authenticity, and Service and Operational Excellence best services to children and/or youth in care and their families.
7. Excellent collaborative partnership skills with both internal and external stakeholders and with the community at large.
8. Excellent communication, political acuity, relationship management and public relations skills.
9. Program development and management skills.



10. Demonstrated leadership style through compassion and empathy and a high degree of integrity in addition to being nimble, flexible and anticipatory.
11. Demonstrated expertise in the development, management, and evaluation of services to children, youth and families.
12. Bilingualism in French and/or other languages is an asset.

PAY GRADE 11 (\$102,188.32 to \$129,709.71)

HOURS OF WORK 33.75 Hours per Week

Candidates that meet the qualifications listed above are welcome to apply for this position and should do so in writing to human.resources@yorkcas.org, no later than 4:30 p.m. on February 28, 2019. Please quote job number **2020 – 01**.

Anti-Oppression/Anti-Racism at York Region Children's Aid Society

YRCAS is committed to having a workforce that is reflective of the diversity of York Region and strongly encourages application from all qualified individuals, especially those who can provide different perspectives and contribute to a further diversification of ideas.

Accommodation at YRCAS

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants that may require accommodation during the selection process are encouraged to notify the Human Resources Department when contacted for an interview. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.

We appreciate all applications received. All communications will be held in strict and professional confidence. Only those candidates selected for an interview will be contacted. We thank all applicants for their submissions.