



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.

Manager, Children's Service and Resources

Classification: Regular Fulltime
Hours: 35 hrs/wk.

Location: 30 College Street, Toronto

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

Position Summary

Reporting to the Director, Child and Family Wellbeing the Manager, Children's Service and Resources is responsible for planning, organizing, directing and evaluating the delivery of services in the areas of Children in Care, Resources, Adoption/Permanency Planning, Customary Care and CCSY in accordance with the prescribed guidelines and regulations of the Child, Youth and Family Services Act (CYFSA).

The Manager will provide leadership in the development of service policies and programs and assist in the implementation of the agency's Strategic Plan.

Major Responsibilities

Agency Planning

- Participates in strategic planning, service planning, human resource planning and budget preparation activities that are reviewed in line with Ministry funding.
- Develops and implements a departmental work plan reflecting projected services and programs.
- Monitors service levels and data reports to adjust the service plan and staff deployment as required.
- Works closely with other agency Managers to develop and provide integrated services for the urban Aboriginal population.

Service Program Development, Implementation and Monitoring

- Ensures all necessary service models of care, policies, programs, and procedures are developed and implemented in a culturally grounded way, and in accordance with relevant legislation, the service plan and best practices.
- Participates in the development of quality assurance measures for service provision and the establishment of quality improvement processes and activities.
- Implements recommendations and action plans emanating from internal and external reviews, MCCSS audits and provides periodic reporting on progress.
- Oversees improvements to programs through program review, evaluation, research, feedback on outcome measures and related sources.
- Ensures compliance with existing and new requirements and standards of various Regulations & Ministry Standards.
- Responds to community member complaints and documents steps taken and conducts or assists in reviews as required, and ensures follow-up on recommendations adopted by the agency.
- Oversees Service Supervisors in the supervision of service staff to ensure legislation, regulations and policies of the Ministry and the agency are adhered to.
- Assists with the development/negotiation and updating of service protocols and agreements with all major organizations involved with the agency, related to service areas.
- In working with Supervisory staff, the Manager will ensure that all children in care have a strong sense of their own identity, reflected in plans of care, in addition to ensuring that a high level of planning occur for children transitioning out of care.

Senior Leadership

- Exemplifies and inspires behaviours, actions and attitudes that are consistent with NCFST's mission, vision, and values.
- Provides direction to supervisors and relays Agency mandates, goals and objectives.
- Provides strategic advice on client service delivery matters; provides advice to the Director on future needs and the impact of emerging trends and priorities.
- Provides leadership for the operational success of the Service department.
- Articulates and constantly monitors key metrics of Services to assess their efficiency and effectiveness to ensure the highest level of service is being provided.
- Assesses risks to the agency and takes appropriate action on cases to minimize and eliminate risks.
- Leads the department through periods of change and exemplifies the role of an enthusiastic "champion of change".

- Fosters leadership development among management and professional staff to ensure succession planning for key positions.

Other Related Activities

- Establishes and maintains relationships and networks with internal and external partners.
- Demonstrates exceptional crisis intervention and problem solving skills.
- Identifies budget requirements and manages department budget in accordance with identified needs, departmental priorities and strategic directions and priorities of NCFST.
- Participates on internal and/or external committees as required.
- Leads, facilitates and/or participates in special projects as required.
- Provides back up to the other Managers during periods of vacation, illness and other absences.

Qualifications

- Possesses a B.S.W, with 5 years' experience or a M.S.W., from an accredited university, with a minimum of 3 years' experience in a supervisory/management position within a social services agency.
- Minimum 5 years child welfare experience in progressively responsible roles.
- Advanced knowledge of legislation governing child welfare including CYFSA and its regulations, Ministry standards, Children's Law Reform Act, Foster Care standards.
- A good knowledge of industry software application including, Frontline and Fast Track.
- Understanding and grounding in cultural and social issues affecting Aboriginal people.
- A satisfactory Vulnerable Sector Police Records Check is required.
- Advanced knowledge of effective strategic planning, research, policy processes and evaluation techniques and proven ability to lead change and find creative solutions.
- Ability to make decisions of sound judgment, often in crisis or emergency situations and to manage the crisis situation appropriately.
- Advanced planning, time-management , multi-tasking and organizational skills.
- Exceptional written, oral communication and interpersonal skills providing articulate, constructive, meaningful and timely interaction at all levels with the ability to make complex issues understandable.
- Excellent financial management skills to participate in the development of the agency budget and manage the department's budget.
- Excellent mentoring, coaching and communication skills to provide instructions and guidance to staff with respect to activities, challenges and questions.
- Excellent dispute resolution and crisis management skills.
- Excellent change management skills to achieve agency objectives.
- Exceptional understanding and commitment to quality service and best practice.
- Ability to deal with highly sensitive and personal information in a confidential manner.
- Ability to act with integrity, trustworthiness, humility, transparency and compassion.
- Demonstrated understanding, and commitment to, integrating the Native Child and Family Services of Toronto Mission and values into practice, service and relationships.
- Demonstrated understanding of workplace Health and Safety practices and understanding of an employee and Supervisor'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.
- Proficiency with social media including, but not limited to Facebook, Twitter, LinkedIN and Tik Tok.

If you are interested in this job opportunity, please apply by clicking [APPLY HERE](#) on or before **August 10, 2021**

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.