



Family and Children's Services of St. Thomas & Elgin

Family & Children's Services of St. Thomas & Elgin is committed to becoming allies with First Nations, Inuit and Métis communities; those of African-Canadian/Black heritage; other racially marginalized and 2SLGBTQIA+ persons, through our Truth and Reconciliation commitments, our ongoing 'Diversity, Equity and Inclusivity' work and antiracism/anti-oppression education.

Our Mission

We protect and support children and youth in partnership with families and communities.

DIRECTOR OF SERVICES New Position – Full-time, Permanent

Family and Children's Services of St. Thomas and Elgin (the Agency) is seeking an exceptional individual who possesses a dynamic and advanced set of skills to join our Senior Management Team in the role of Director of Services. This opportunity will be of interest to practiced child welfare professionals who seek to advance their careers and leadership contributions in the field.

The Director of Services holds a key position on the Senior Management Team, working collaboratively to uphold the proven performance of the Agency in meeting and exceeding the expectations of the Ministry, the field, and the community. The ideal candidate will possess extensive management experience, having held diverse and progressive management positions in the child welfare sector, and/or having a proven record of effective leadership and management as part of the Family and Children's Services of St. Thomas and Elgin Management Team. The successful candidate will demonstrate strong leadership skills and proven problem solving capabilities. These will include efficient, effective, and agile decision making that contributes to the best practice models and values held by the agency.

SCOPE OF JOB:

This position ensures effective service delivery by maintaining the consistent day-to-day implementation of the Agency's and Ministry's mandatory standards, policies and procedures. This position carries responsibility for monitoring and evaluating programs and services and making recommendations to the Executive Director regarding change or enhancement of those programs and services in the pursuit of quality assurance and continuous improvement, ensuring all programs and services contribute to the Agency's strategic directions, workplace culture, and equity commitment. This senior management position is responsible for the supervision of assigned management staff and carries administrative responsibilities. This position is outside the Bargaining Unit.



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QUALIFICATIONS:

- Master of Social Work degree from a recognized university;
- A member in good standing with the College of Social Workers and Social Service Workers, or the ability to be registered;
- Progressive experience. A minimum of ten years in a Child Welfare/Protection setting with five years in a supervisory capacity;
- Demonstrated leadership, management skills and abilities, and professional practice;
- Demonstrated knowledge of child-welfare practices, including excellent clinical knowledge in attachment, trauma, child development, and child neglect;
- Proven communication skills with staff, management, and community;
- Well-developed organizational skills and the ability to manage projects;
- Effective conflict resolution skills and excellent analytical problem solving skills;
- Working knowledge of the Signs of Safety Child Welfare Assessment and Practice Model;
- Thorough knowledge of the Child, Youth, and Family Services Act (2017) and other related legislation and Ministry Standards and guidelines; and
- The ability to anticipate policy and service priorities through the analysis of statistical information and trends.

DUTIES and RESPONSIBILITIES include but are not limited to:

1. Maintenance of Effective Service Delivery and Quality Control:

- Develop and maintain processes to ensure the effective delivery of services and adherence to standards and legislation.
- Ensure Agency services align with evidence informed practices.
- Recommend adjustments to programs through the evaluation of service delivery to achieve an effective response to service user and community needs.

2. Leadership:

- Actively uphold the Agency's Vision, Mission and Values.
- Actively participate in, help develop and implement the Agency Strategic Plan.
- Serve as the delegated "Acting Director" and assume their responsibilities, when required.
- Attend and participate in Board of Director's meetings and sub-committees as required by the Executive Director.
- Identify new projects related to client services, monitor projects, and implement recommendations.
- Provide current and relevant information to staff and Management on child-welfare practices.
- Perform any other duties as assigned by the Executive Director.



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3. Human Resource Management:

- Ensures that agency service staffing levels are appropriate.
- Participate in the hiring of adequate and efficient staff to carry out the Agency's programs and in consultation with the Executive Director and Manager of Human Resources, participate in the deployment and discharge of those staff.
- Ensure the supervision of and provide consultation to Managers.
- Maintain and monitor systems for staff performance review, staff training and development, outcome measures and internal/external audits.
- Responsible for promoting, addressing, and taking action in situations pertaining to Health and Safety in accordance with legislative requirements.

4. Administration:

- Develop, maintain, and analyze relevant statistics and data, as required.
- Ensure the completion of systematic case reviews as appropriate.
- Seek consultation with the Executive Director around contentious issues and inform the Executive Director of situations that may create risk or liability for the organization.
- Assist in service planning, budget preparation, program expenditure control, and financial accountability.
- Evaluate the performance of reporting Managers on an annual basis or as required.
- Consult with the Executive Director on policies and procedures making recommendations where appropriate.

5. Performance indicators:

- Develops and ensures completion of an annual plan to ensure effective service delivery and quality assurance within the agency.
- Ensures ongoing supervision with program managers and meetings of service managers occur with appropriate preparation and analysis of the agenda material.

6. Community Relations:

- Develop and maintain working relationships with community, child welfare, and other public sector partners.
- Identify opportunities for improving collaboration and partnerships, to enhance services and build on the Agency's accountability to stakeholders and the community.
- Represent the Agency in the community as requested by the Executive Director.



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REPORTS TO:

Executive Director

SALARY:

\$129,220 - \$158,480

DEADLINE TO SUBMIT RESUME:

August 8, 2025

Qualified applicants should submit their cover letter and resume to:

Family & Children's Services St. Thomas and Elgin

Attention: Shelley Wright

E-mail: swright@caselgin.on.ca

"Family and Children's Services of St. Thomas and Elgin is committed to a barrier-free, respectful, accessible and inclusive work environment. We will endeavor to remove any barrier to the hiring process to accommodate those applicants with disabilities.

Please inform Human Resources in advance should accommodation be required at any point in the recruitment and selection process."

Thank you for your interest in our organization.

Only those candidates selected for interviews will be contacted.