



MANAGER OF SERVICES 219-21-1
OGWADENI:DEO
Full-Time

Applications will be received by Six Nations of the Grand River and Grand River Employment & Training (GREAT) up until 4:00 p.m. EST, Wednesday, **December 15, 2021** for the Manager of Services with Ogwadeni:deo. The Six Nations of the Grand River Application for Employment Form, Job Posting and Job Description are available for printing from the www.greatsn.com website. Online applications accepted through <https://www.vscyberhosting.com/sixnations/>. **NO LATE APPLICATIONS ACCEPTED. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community.**

JOB SUMMARY: The Manager of Services reports to and works under the direction and supervision of the Senior Manager of Services. The Manager of Services has responsibility for assisting with the development, implementation, monitoring and updating of service delivery and care home policies and procedures. Additionally, assisting with the preparation of the annual service plan, for assisting with the preparation of reports as required by the O Gwadeni:deo Senior Manager of Services, for the supervision of the Team Leaders, and for any other duties that may be assigned by the Senior Manager of Services

Type	Full Time
Closing Date	December 15, 2021
Term:	Permanent
Hours of Work	37.5 hours per week
Wage	TBD

BASIC QUALIFICATIONS:

- must have a BSW from a recognized school of Social Work.
- must a minimum of 3 years front-line experience in the field of child and family services and at least 1 year of supervisory experience.
- must have a valid class “G” driver’s license.
- must pass a criminal reference check.
- will be native in preference to other applicants;

SUBMISSION PROCEDURE: (Choose one method ONLY):

Method #1: Online

1. Please visit: <https://www.vscyberhosting.com/sixnations/> to access our job board and follow the directions to apply.
2. Please ensure all required documents are provided/uploaded with your application package, which include:
 - a. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
 - b. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
 - c. Copy of your education diploma/degree/certificate and transcript.
3. If you have any questions or need assistance please reach out to Melissa Stefureak, Staffing Officer at 519-445-2223 ext 5727 or via email at recruitment@sixnations.ca.

Method #2: GREAT – Applications must include all of the following:

1. Printed, filled in and authorized Six Nations of the Grand River Application for Employment Form.
2. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
3. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
4. Photocopy of your education diploma/degree/certificate and transcript.
5. Place all documents listed above in a sealed envelope and mail to or drop off at:

Six Nations Elected Council is an equal opportunity employer and will seek to accommodate the needs of individuals with disabilities in a manner that most respects their dignity. All candidates are encouraged to apply. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community. Based on the need to provide qualified professional services, only those applicants meeting the minimum requirements will be invited for an interview.

Manager of Services – Full Time – 219-21-1
c/o Reception Desk
Grand River Employment & Training (GREAT)
P.O. Box 69, 16 Sunrise Court
Ohsweken, Ontario N0A 1M0

Six Nations Elected Council is an equal opportunity employer and will seek to accommodate the needs of individuals with disabilities in a manner that most respects their dignity. All candidates are encouraged to apply. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community. Based on the need to provide qualified professional services, only those applicants meeting the minimum requirements will be invited for an interview.



MANAGER OF SERVICES

Six Nations Of the Grand River Child Welfare Program

O GWADENI:DEO

Taking Care of Our Own

Position Description

Manager of Services

REPORTING RELATIONSHIP

The Manager of Services reports to and works under the direction of the Ogwa:de:de Senior Manager of Services.

PURPOSE AND SCOPE OF THE POSITION

The Manager of Services has responsibility for assisting with the development, implementation, monitoring and updating of service delivery and care home policies and procedures, for assisting with the preparation of the annual service plan, for assisting with the preparation of reports as required by the O Gwa:de:de Senior Manager of Services, for the supervision of the Team Leaders, and for any other duties that may be assigned by the Senior Manager of Services.

DUTIES AND RESPONSIBILITIES

1. Technical

- i. Assists the Senior Manager of Services in ensuring that staff case recording is complete and timely as per standards set out in operational policies of procedures.
- ii. Assists the Senior Manager of Services in ensuring that there is on-going monitoring/review and evaluation of the O Gwa:de:de program in terms of quality assurance and continuous quality improvement (QA/CQI).
- iii. Assists the Senior Manager of Services with the development of new or revised O Gwa:de:de service standards and services as may be required in relation to changing community needs.
- iv. Assists the Senior Manager of Services by ensuring that any client, volunteer, caregiver and staff complaints are addressed effectively and efficiently as per policy.

2. Administration

- i. Assists the Senior Manager of Services in the coordination of a 24/7 child and youth protection activity of the highest quality.
- ii. Exercises direct supervisory responsibility for: the Support Team Leaders and the Care Resource Development Team Leader; including annual (and end of probation) staff and position description evaluations.
- iii. Assists the Senior Manager of Services in ensuring full and efficient coordination between the service delivery teams.
- iv. Assists the Senior Manager of Services in arranging for, directing and supervising the provision of services by legal counsel as required.
- v. Assists the Senior Manager of Services in the preparation of an annual service plan for Commission review and approval and submission to MCYS.

Six Nations Elected Council is an equal opportunity employer and will seek to accommodate the needs of individuals with disabilities in a manner that most respects their dignity. All candidates are encouraged to apply. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community. Based on the need to provide qualified professional services, only those applicants meeting the minimum requirements will be invited for an interview.

- vi. Assists the Senior Manager of Services with the preparation of quarterly progress reports for Commission.
- vii. Assists the Senior Manager of Services with the annual review of service delivery against plan for review and approval by the Commission.
- viii. Assists the Senior Manager of Services with the preparation of individual staff work plans of those supervised, and the periodic review and assessment of progress against these plans.
- ix. Assists the Senior Manager of Services by conducting the annual evaluation of supervised staff against the requirements of the Code of Conduct, policies, procedures and standards, job description requirements, and any additional work plan requirements.
- x. Assists the Senior Manager of Services with the development of an annual staff training and professional development plan (based on the results of staff evaluations and any changes made in governing law and regulations).
- xi. Assists the Senior Manager of Services with the annual review of all job descriptions to ensure that they remain consistent with service delivery values, principles and evolving operational requirements.
- xii. Assists the Senior Manager of Services with required staffing of Team Leader and Team Member positions, and coordinates hiring with the assistance of the Manager of Finance and Personnel and the Team Leaders.
- xiii. Assists the Senior Manager of Services by encouraging active staff participation in decision-making respecting overall program problem solving, planning and development.
- xiv. Assists the Senior Manager of Services in ensuring that safe and adequate office and program facilities, necessary equipment and other needed resources exist, are inventoried and are properly maintained.

3. Finance

- i. Assists the Senior Manager of Services with the drafting and preparation of a recommended annual Expenditure Plan (consistent with the annual Program Service Plan and the MCYS Funding Formula) for Commission review/approval and authority to submit to MCYS.
- ii. Assists the Senior Manager of Services with financial resource negotiations with provincial ministries and/or federal departments and/or other sources of funding.
- iii. Assists the Senior Manager of Services, in consultation with the Manager of Finance and Personnel, in monitoring the processing of service expenditures against the approved budget and with the completion of the annual audit.
- iv. Assists the Senior Manager of Services and Manager of Finance/Personnel with the establishment and maintenance of standard procedures for approving expenditures.
- v. Assists the Senior Manager of Services with approving service expenditures within the limits of the approved annual budget and with ensuring that required Commission approval is obtained for expenditures beyond that limit.
- vi. Assists the Senior Manager of Services with ensuring that agreements are in place regarding any required payments for purchased services (caregiver, legal, client assessment, management consulting, etc.), and that payments, per agreements, are made in a timely fashion.

- vii. Assists the Senior Manager of Services with the ensuring that required financial and statistical reports (quarterly, annual, audit) respecting external government funding are prepared and submitted to the Commission for approval.

4. Communications

- i. Assists the Senior Manager of Services in establishing and maintaining regular communications with other service providers pertinent to sharing general information, sharing ideas about effective protective interventions and service delivery and encouraging maximum coordination of program services.
- ii. Assists the Senior Manager of Services in establishes protocols respecting such matters as: referral, information-sharing, confidentiality, case conferencing, service availability, care/support planning, police involvement, role and involvement of protection program staff in service provision by other agencies.
- iii. Assists the Senior Manager of Services in contracting for specific services from other community-based programs and external agencies as required by clients.
- iv. Assists the Senior Manager of Services in consulting with other First Nation/Aboriginal Child and Family Service/Protection Agencies and non-aboriginal Children's Aid Societies in order to remain abreast of developments in the field and for care of children from other First Nations.
- v. Assists the Senior Manager of Services by participating as directed in public forums, including the media, to communicate the responsibilities and practices of the O Gwadeni:deo Program and to develop and maintain public support.

5. Other Related Duties

- i. Assists the Senior Manager of Resources in promoting/supporting traditional norms and values within the community and with the development of and proposing of changes to applicable provincial and federal legislation (e.g. through exemptions) that will better accommodate those traditional norms and values if and as needed.
- ii. Assists the Senior Manager of Services in seeking advice from the Commission in relation to service delivery, organizational and financial issues that arise.
- iii. Ensures the effective implementation of other duties as determined by the Director.

Working Conditions

This position can involve considerable mental and emotional stress, involving the management and supervision of a large team interacting directly with families experiencing highly sensitive issues and involving accountability for the expenditure of significant financial resources.

Working Relationships

With the O Gwadeni:deo Director and Commission

Takes direction from and works closely with the Director when required. In supporting the Director in fulfilling his/her obligations to the Commission, the Six Nations of the Grand River Community and aboriginal families resident off reserve in Brant County

With the O Gwadeni:deo Senior Manager of Services

Six Nations Elected Council is an equal opportunity employer and will seek to accommodate the needs of individuals with disabilities in a manner that most respects their dignity. All candidates are encouraged to apply. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community. Based on the need to provide qualified professional services, only those applicants meeting the minimum requirements will be invited for an interview.

Takes direction from and works closely with the Senior Manager of Services on a day-to-day basis in supporting the Senior Manager of Services in fulfilling his/her obligations to the Commission, the Six Nations of the Grand River Community and aboriginal families resident off reserve in Brant County

With Other O Gwadeni:deo Program Managers, Supervisors and staff

Provides information and assistance, and works in a cooperative and courteous manner in support of the Director in ensuring mutually-served clients receive the best possible, coordinated service.

With The Community

Acts as a role model and represents and promotes the O Gwadeni:deo Program in a courteous, cooperative and professional manner.

Impact of Error

Errors in carrying out the responsibilities of the position could result in:

- Loss of credibility, trust and public confidence in the O Gwadeni:deo Program,
- Harm or injury to employees or children/youth and their families,
- Legal and/or financial liabilities,
- Loss of protection designation and program funding,

Control

Works, as directed, within the parameters set out in the O Gwadeni:deo policies, procedures and the parameters set out in such provincial legislation/regulations/policy guidelines as have been agreed to by the O Gwadeni:deo Community Commission and periodically, in the absence of the Director, assumes the responsibilities of the Director.

Qualifications

Basic/Mandatory Requirements

The successful applicant:

- must have a BSW from a recognized school of Social Work.
- must a minimum of 3 years front-line experience in the field of child and family services and at least 1 year of supervisory experience.
- must have a valid class "G" driver's license.
- must pass a criminal reference check.
- will be native in preference to other applicants;

Knowledge Requirements

The successful applicant:

- must be thoroughly familiar with the relevant provincial legislation, regulations and guidelines.
- must be knowledgeable respecting Six Nations' cultures and of the cultures of families of other First Nations who reside in the designated service delivery area;
- must have extensive knowledge of the range of methods and techniques involved in both traditional approaches to helping as well as contemporary social service work strategies;

Ability Requirements

The successful applicant(s) will demonstrate ability to:

Six Nations Elected Council is an equal opportunity employer and will seek to accommodate the needs of individuals with disabilities in a manner that most respects their dignity. All candidates are encouraged to apply. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community. Based on the need to provide qualified professional services, only those applicants meeting the minimum requirements will be invited for an interview.

- relate to and communicate effectively with community members in general and with children, youth and families facing difficulties;
- relate to and communicate effectively with elected and traditional government structures and personnel;
- relate to, communicate with and effectively supervise staff;
- relate to and communicate effectively with the Directors, Managers and staff of other community-based Programs, and external agencies;
- relate to and communicate effectively with provincial and federal government officials;
- Effectively analyze information and plan, implement, monitor and evaluate programs and procedures;
- use computer software (word processing, spread-sheeting, data bases, and communications) in day-to-day operations;

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Ogwadeni:deo reserve the right to modify job duties or the job description at any time.

SIGNATURE

This is to acknowledge that I have received a copy of this job description and understand its content.

Signature of Employee

Date

Ogwadeni:deo is committed to a candidate selection process and work environment that is inclusive and barrier free. In order to ensure candidates are assessed in a fair and equitable manner, accommodations will be provided to prospective employees in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), the Ontario Human Rights Code and the Ogwadeni:deo Code of Practice.

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Ogwadeni:deo reserve the right to modify job duties or the job description at any time.

SIGNATURE

This is to acknowledge that I have received a copy of this job description and understand its content.

Signature of Employee

Date

Ogwadeni:deo is committed to a candidate selection process and work environment that is inclusive and barrier free. In order to ensure candidates are assessed in a fair and equitable manner, accommodations will be provided to prospective employees in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), the Ontario Human Rights Code and the Ogwadeni:deo Code of Practice.

JD "SMOS; Draft #2; Approved Jan. 19/16; AS/CD"