



**SENIOR MANAGER OF SERVICES 220-21-1**  
**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](http://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 Senior Manager of Services reports to and works under the direction and supervision of the Director of Ogwadeni:deo. The Senior Manager has responsibility for managing the effective development, implementation, and operation of Ogwadeni:deo's Service Programs within the agency's mandate, policies and procedures. During Transition Planning will assist Director in operationalizing Service Processes and assisting in the transition planning and implementation.

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

**BASIC QUALIFICATIONS:**

- Must have an MSW or
- Must have a BSW from a recognized school of Social Work working towards an MSW and demonstrated proof of credentials
- Must be in good standing as a registered member with the College of Registered Social Workers and Social Service Workers
- Must have a minimum of 3 years front-line experience in the field of Child and Family Services (Child Protection) and at least 3 years of progressive supervisory experience
- Must have a valid Ontario class "G" driver's license
- Required to be the principal driver of a vehicle for use on Pre-Designation/Designation business
- Must submit a favourable criminal reference check and vulnerable sector screening
- Must be willing to work flexible hours
- Will be Ongwehonweh 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](mailto: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:

**Senior Manager of Services – Full Time – 220-21-1**  
c/o Reception Desk  
Grand River Employment & Training (GREAT)  
P.O. Box 69, 16 Sunrise Court  
Ohsweken, Ontario N0A 1M0



## SENIOR MANAGER OF SERVICES

### Guiding Values for our Code of Practice

- Ganigo'hi:yo/Ka'nikonhri:io (Good Mind)
- Adenidaohsra'/Onkwa'tenniten:ro (Compassion and Kindness)
- Dedwadadrihwanohkwa:k/Onkwatennitenrosera (Respecting one another)
- Degayenawa'ko:ngye/Tetewaterihwakwenyenhsthak (Working together)
- Dewagagenawako:ngye'/Tetewayenwakontye (Assisting one another)
- Esadatgehs/Enhsatatkentse (Self-reflection on actions taken)
- Gaihwaedahgoh/Karihwayentahkwen (Taking responsibility)
- Gasgyao:nyok/Kahretsyaronhsera (Encouragement)
- Gasasdenhsra/Ka'shatstenhsera (Strength/supportive to one another)
- Drihwawaihsyo/Ka'nikonhratoken (Honest and moral conduct)
- Oihwadogehsra'/Yorihwato:ken (Being truthful and consistent)
- Sgeno/Sken:nen (Peaceful thoughts and Actions)

### REPORTING RELATIONSHIP

The Senior Manager of Services reports to and works under the direction of the Ogwadeni:deO Director and adheres to the guiding values of the Code of Practice.

### PURPOSE AND SCOPE OF THE POSITION

The Senior Manager of Services has responsibility for managing the effective development, implementation, and operation of Ogwadeni:deO's Service Programs within the agency's mandate, policies and procedures. During Transition Planning will assist Director in operationalizing Service Processes and assisting in the transition planning and implementation.

The Senior Manager of Services will be responsible for ensuring that child protection services are delivered in accordance with the Child, Youth, & Family Services Act (CYFSA), Ontario Child Protection Standards and Ministry of Children and Youth Services (MCYS), Foster Care Licensing Standards, Child in Care Standards, as well as with the Framework, Policies, Procedures, Vision, Mission and Values of Ogwadeni:deO. The Senior Manager of Services will be responsible for managing client complaints in compliance with the Complaint Review Process as outlined in the Ogwadeni:deO Policies and Procedures and the Child Family Services Act (CFSA).

### RESPONSIBILITIES AND SUPPORT TO ONGWEHONWEH FAMILIES, CHILDREN AND YOUTH

- Ensures that staff case recording is complete, accurate and timely as per standards set out in operational policies or procedures
- Ensures that there is on-going monitoring/review and evaluation of the Ogwadeni:deO program in terms of Quality Assurance and Continuous Quality Improvement (QA/CQI)
- Drafts review by the Director and Commission the development of new or revised Ogwadeni:deO service standards and services as may be required in relation to changing community and sector needs
- Ensures that any client, volunteer, caregiver and staff complaints are addressed effectively and efficiently as per policy
- Attends all Commission Meetings with the Director and other Members of the Senior Management Team

### OGWADENI:DEO THE AGENCY

Coordinates and/or schedules 24/7 child and youth protection activity of the highest quality

- Directs supervisory responsibility for: the Support Team Leaders and the Alternative Care Resource Development Team Leader; including completion of performance appraisals and annual review and updating of the respective position descriptions
- Ensures full and efficient coordination between the service delivery teams
- Arranges for, directing and supervising the provision of services by legal counsel as required
- Assists the Senior Management Team in the preparation of an annual service plan for Commission review and approval and submission to Ministry of Child, Youth & Family Services (MCYFS)
- Assists with the preparation of quarterly progress reports for Commission
- Prepares for an Annual Review of service delivery
- Reviews individual staff work plans of those supervised, and the periodic review and assessment of progress against these plans
- Conducts 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
- Directs 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)
- Guides the annual review of all job descriptions to ensure that they remain consistent with service delivery values, principles and evolving operational requirements
- Assists with the required staffing of Team Leader and Team Member positions, and coordinates hiring with the assistance of the Manager Finance and Personnel and the Team Leaders
- Encourages active staff participation in decision-making respecting overall program problem solving, planning and development
- Ensures provisions are in place and monitored for safe and adequate office and program facilities, necessary equipment and other needed resources exist, are inventoried and are properly maintained

## **HONEST AND MORAL CONDUCT**

- Any financial matters shall adhere to financial policies
- Drafts and prepares recommendations of an annual Expenditure Plan (consistent with the annual Program Service Plan and the Ministry of Child and Youth Services (MCYS Funding Formula) with the Senior Management Team for Commission review/approval and authority to submit to Ministry of Child, Youth & Family Services (MCYFS)
- Assists with financial resource negotiations with provincial ministries and/or federal departments and/or other sources of funding
- Consults with the Manager Finance and Personnel, in monitoring the processing of service expenditures against the approved budget and with the completion of the annual audit
- Assists the Director and Manager Finance and Personnel with the establishment and maintenance of standard procedures for approving expenditures and in compliance with audit and financial management requirements
- Approves service expenditures within the limits of the approved annual budget and with ensuring that required Director approval is obtained for expenditures beyond that limit
- Ensures 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
- Ensures that required financial and statistical reports (quarterly, annual, audit) respecting external government funding are prepared and submitted to the Director for review and approval prior to Commission submission

## **BEING TRUTHFUL AND CONSISTENT**

- Ensures continuation 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

- Ensures continuation of 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
- Contracts as approved for specific services from other community-based programs and external agencies as required by clients
- Consults with other Ongwehonweh/Aboriginal Child and Family Service/Protection Agencies and non-aboriginal Children's Aid Societies in order to remain well-informed of developments in the field and for care of children from other First Nations
- Participates as directed in public forums, including the media, to communicate the responsibilities and practices of the Ogwadeni:deo Program and to develop and maintain public support

### **ASSISTING ONE ANOTHER**

- Promotes/supports 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
- Seeks advice from the Director in relation to service delivery, organizational and financial issues that arise
- 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. The position is subject to an environment that may involve physically dangerous situations.

### **STRENGTH/SUPPORTIVE TO ONE ANOTHER**

With the Ogwadeni:deo Director and Commission;

Takes direction from and works closely with the Director on a day-to-day basis in supporting the Director in fulfilling his/her obligations to the Commission, the Six Nations community and Ongwehonweh families residing in the designated jurisdiction.

With Other Ogwadeni: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 Ogwadeni:deo Program in a courteous, cooperative and professional manner.

With the Ministry of Child, Youth & Family Services (MCYFS)

Acts in a respectful manner in all communications with the Ministry to ensure compliance of Standards, particularly, crown ward file review, foster care licensing review, cyclical reviews, inquests and serious occurrence reporting.

### **SELF-REFLECTING ON ACTIONS TAKEN**

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

- Loss of credibility, trust and public confidence in the Ogwadeni: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

### **TAKING RESPONSIBILITY**

- Works, as directed, within the parameters set out in the Ogwadeni:deo policies, procedures and the parameters set out in such provincial legislation/regulations/policy guidelines as have

been agreed to by the Ogwadeni:deo Community Commission and periodically, in the absence of the Director, assumes the responsibilities of the Director

- Takes personal ownership and responsibility for the quality and timelines of work commitments

## **QUALIFICATIONS**

### **Basic/Mandatory Requirements**

The successful applicant:

- Must have an MSW or
- Must have a BSW from a recognized school of Social Work working towards an MSW and demonstrated proof of credentials
- Must be in good standing as a registered member with the College of Registered Social Workers and Social Service Workers
- Must have a minimum of 3 years front-line experience in the field of Child and Family Services (Child Protection) and at least 3 years of progressive supervisory experience
- Must have a valid Ontario class "G" driver's license
- Required to be the principal driver of a vehicle for use on Pre-Designation/Designation business
- Must submit a favourable criminal reference check and vulnerable sector screening
- Must be willing to work flexible hours
- Will be Ongwehonweh 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 Ongwehonweh 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:

- Relates to and communicate effectively with community members in general and with children, youth and families facing difficulties
- Relates to and communicate effectively with elected and traditional government structures and personnel
- Relates to, communicate with and effectively supervise staff
- Relates to and communicate effectively with the Directors, Managers and staff of other community-based Programs, and external agencies
- Relates 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.*

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.