



SUPPORT TEAM LEAD- 027-22-1

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, **January 26, 2022** for the Support Team Lead with Ogwadeni:deo Department. 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 Support Team Lead reports to and works under the direction and supervision of the Senior Manager of Services. The Support Team Leader will be responsible for ensuring that child protection services are delivered in accordance with the Child, Youth and Family Services Act (CYFSA), Ontario Child Protection Standards, Ministry of Children and Community (MCCS), Child in Care Standards, as well as the policies, procedures, vision, mission and values of the Ogwadeni:deo program. The Support Team Leader 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, Youth and Family Services Act (CYFSA). However, should the client solely express the desire for the Haudenosaunee complaint process the agency shall comply. The Support Team Lead works within the policies and procedures established by Six Nations of the Grand River.

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| Type | Full Time |
| Closing Date | January 26, 2022 |
| 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; or an undergraduate degree in another Social Science field
- Must be willing to work towards a MSW
- Must have a minimum of 3 years' progressive experience in the field of child and family services
- Must possess a valid Ontario class "G" driver's license
- Requires 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 Ogweho:weh 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.

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.

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:

Support Team Lead – Full Time – 027-22-1
c/o Reception Desk
Grand River Employment & Training (GREAT)
P.O. Box 69, 16 Sunrise Court
Ohsweken, Ontario N0A 1M0



SUPPORT TEAM LEADER

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/Enhsatatkenhse (Self-reflection on actions taken)
- Gaihwadegahoh/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 Support Team Leader reports to and works under the direction of the Senior Manager of Services and adheres to the guiding values of the Code of Practice.

PURPOSE AND SCOPE OF THE POSITION

The Support Team Leader will be responsible for ensuring that child protection services are delivered in accordance with the Child, Youth and Family Services Act (CYFSA), Ontario Child Protection Standards, Ministry of Children and Community (MCCS), Child in Care Standards, as well as the policies, procedures, vision, mission and values of the Ogwadeni:deO program. The Support Team Leader 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, Youth and Family Services Act (CYFSA). However, should the client solely express the desire for the Haudenosaunee complaint process the agency shall comply.

Each Support Team Leader is responsible for assigning, coordinating, supervising, monitoring and evaluating a team of front-line staff engaged in the several processes of: initial intake, response to reports that an Ogweho:weh child/youth may be in need of protection, interventions with families in crisis to ensure the safety of children/youth, providing support to individuals and families found eligible for Ogwadeni:deO services, supporting those families whose children/youth are admitted to or taken into alternative care, providing support to children/youth admitted into alternative care, facilitating permanency care arrangements when appropriate, and for the performance of other related duties as determined by the Ogwadeni:deO Senior Management Team.

RESPONSIBILITIES AND SUPPORT TO OGWEHO:WEH FAMILIES, CHILDREN AND YOUTH

- Provides supervisory coverage and manages the staffing resources of the team
- Provides regular supervision to staff assigned to their team and during coverage for other team leaders (supervisors)
- Reviews and approves service plans, plan of care, recordings, court documents and all other standardized Ministry and Ogwadeni:deO required documentation

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.

- Ensures that children/youth and their families seeking or referred by others for Ojigwadeni:dego services are adequately assessed to determine eligibility, interviewed where eligible, and that their needs are adequately assessed and determine if a case should be opened for further assistance either directly or through referral and coordination of services provided by other programs/agencies
- Ensures case assignment for all inquiries, referrals, community linkages, alerts, requests for assistance, requests for record checks, file disclosures are made in compliance with Ministry Standards and Ojigwadeni:dego policies and procedures
- Coordinates, supervises and monitors the process of intake, initial assessment, service planning and community linkages
- As a preventable measure and/or with the use of traditional interventions/services, ensures that, where a child/youth is found to be in need of protection, that an appropriate, least intrusive initial action and service/safety plan is developed in consultation, whenever possible under the circumstances, with the immediate family and extended family/clan members (for example Community Response is initiated); and that the plan developed is reviewed and approved or revised and approved
- Ensures that, where a voluntary agreement cannot be achieved the use of the local Haudenosaunee Alternative Dispute Resolution process is offered and encouraged
- Ensures that adequate supports are provided to family members where alternative care has been selected as the only option to ensure the safety and wellbeing of a child and the rights of families and children are communicated and understood, appropriate supports are identified and managed as Support Team Members act as the 'case manager' and where Ojigwadeni:dego does not provide the direct service, a collaborative relationship is understood with all service providers participating in the service plan and plan of care
- Ensures that any professional assessment and treatment that is recommended for a child/youth or family member is reviewed and, if approved, is incorporated into the service plan and accessible through community links
- Ensures referral to other programs outside Ojigwadeni:dego for prevention services, domestic violence, addictions, clinical assessments and other needed related services
- Ensures that, where a child/youth is found to be in immediate danger, a 'place of safety' (in compliance with the CYFSA) is identified (preferably in consultation with the family and extended family/clan members) and approved (if not previously approved) and that the child/youth is removed from their current home to that place of safety (preferably a home of a member of the extended family/clan or other community member)
- Ensures that, where appropriate, an application is made to have a placement declared "customary"
- Informs the Senior Manager of Services if they have reason to believe that a child/youth or children/youth may need to be removed from a family they are working with or a Kotononha, that such reports are reviewed and appropriate action approved and taken

OGWADENI:DEGO THE AGENCY

- Ensures that proper notice is made to and consultation initiated with a child/youth's First Nation (band) Representative and documented clearly
- Provides clinical supervision and manages the staffing resources of the team assigned and during coverage for other supervisors, inclusive of ad hoc as required
- Assists Human Resources with the hiring, employee evaluations, position reviews and the discharge of staff
- Ensures that all staff adhere to the Code of Practice and in circumstances where this is challenged is prepared to mitigate and develop a response to assist staff in doing so, inclusive of identifying more training needs and where required, disciplinary steps by conducting staff performance evaluations interim, at the conclusion of a probationary period, annually and when deemed necessary in view of any concerns that may arise
- Participates in the development of the annual staff training/professional development plan based on the results of staff performance evaluations

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- Ensures that a warrant is acquired to facilitate protection assessment where an alleged situation does not require immediate action and time permits
- Ensures that, in those cases in which a voluntary agreement cannot be achieved through discussion and use of the alternative dispute resolution process and where service is deemed necessary to ensure the protection of the child/youth involved, the requisite documentation is prepared for the Director (and legal counsel if necessary) and that an application is made to a provincial Family Court

HONEST AND MORAL CONDUCT

- Any financial matters shall adhere to financial policies
- Reviews and approves recommendations made by Support Team Members (purchased professional services) and/or the Alternative Care Resource Development Team (e.g. per diems) to provide financial support to both temporary and permanent care providers that are within the Teams budget allocation, and recommends to Ogwadeni:deo's management team that the financial support be provided when the cost of support exceeds budget allocation
- Participates in the development of the annual budget and expenditure plan based on the identification of Team support and programming requirements

BEING TRUTHFUL AND CONSISTENT

- Establishes partnerships and networking with other agencies
- Maintains regular communications with other community-based and external service providers pertinent to sharing general information, sharing ideas about effective protective interventions and service delivery and encouraging maximum coordination of program services
- Participates in the development of protocols and collaboration agreements 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
- Participates in public forums, including the media, to communicate the responsibilities and practices of Ogwadeni:deo and to develop and maintain public support

ASSISTING ONE ANOTHER

- Ensures the effective implementation of other duties as determined by Ogwadeni:deo's Management Team; including the provision of service planning, organizational excellence and evaluation
- Assists with the process of monitoring the adequacy of existing policies, procedures and standards and of the organizational structure and developing recommended revisions where required
- Assists with the process of identifying and substantiating evolving needs of children, youth, their families and the design of services required to address changing needs
- Assists with the preparation of weekly, monthly, quarterly and annual services reporting as directed

WORKING CONDITIONS

This position, given that the primary responsibility is to ensure the safety of children/youth who are alleged to be and may be found to be in need of protection and managing a team interacting with families in relation to sensitive issues can involve considerable mental and emotional stress, especially where the staff are involved in traumatic situations involving families, children and youth. This position is subject to an environment that may involve physically dangerous situations. The salary of the Support Team Leader will include local travel/mileage up to and including 5 km. and will also include travel to other Ogwadeni:deo sites of work

STRENGTH/SUPPORTIVE TO ONE ANOTHER

With the Ogwadeni:deo Senior Manager of Services:

Takes direction from and works closely with the Senior Manager of Services on a day-to-day basis in supporting the Director in fulfilling his/her obligations to the Ogwadeni:deo Community Commission, the Six Nations Community and Ogweho:weh families residing within the designated jurisdiction

With Other Ogwadeni:deo Staff:

Provides information, assistance and works in a cooperative and courteous manner in support of Ogwadeni:deo's Management Team in ensuring mutually-served clients receive the best possible, coordinated service

With the Community:

Acts as a role model and represents and promotes Ogwadeni:deo in a courteous, cooperative and professional manner

With the Ministry of Child and Community Services (MCCS):

Acts in a respectful manner in all communications with the Ministry to ensure compliance of standards, particularly, crown ward file 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 Ogwadeni:deo
- Harm or injury to employees or children/youth and their families
- Legal and/or financial liabilities

TAKING RESPONSIBILITY

Provides day-to-day direction and support to the front-line staff under the supervision of the Manager of Services and within the requirements of Ogwadeni:deo policies, procedures and standards approved by the Ogwadeni:deo Community Commission, takes personal ownership and responsibility for the quality and timeliness of work commitment.

QUALIFICATIONS

Basic/Mandatory Requirements

The successful applicant:

- Must have a BSW from a recognized school of Social Work; or an undergraduate degree in another Social Science field
- Must be willing to work towards a MSW
- Must have a minimum of 3 years' progressive experience in the field of child and family services
- Must possess a valid Ontario class "G" driver's license
- Requires 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 Ogweho:weh in preference to other applicants

Knowledge Requirements

The successful applicant:

- Must be thoroughly familiar/and indigenize 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 be thoroughly familiar with service delivery policies and procedures

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- Must have extensive knowledge of the range of methods and techniques involved in both traditional/Ogweho:weh approaches to helping as well as contemporary social service work strategies

Ability Requirements

The successful applicant(s) must demonstrate ability to:

- Relates effectively to community members and their children.
- Supervises staff performing a range of service functions.
- Relates effectively to other staff as a diplomatic and flexible team player.
- Works effectively with the management and staff of other programs/agencies.
- Communicates effectively in writing and verbally.
- Use basic computer software (i.e. Word, Excel, Case Management Data Base)

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.