



**JOB POSTING**  
**NON-BARGAINING UNIT VACANCY**

Classification	Dept/Division/Location	Perm/Temp
Service Supervisor	Service	Temp. (12 Months)

Salary Range: \$93,841- \$106,229 annually

**JOB FUNCTION**

Under the supervision of the Service Manager, the incumbent is responsible for providing clinical supervision, administrative management, guidance, and leadership of assigned staff. The incumbent is also responsible for living out the Agency's values in all of their day-to-day work and interactions.

**QUALIFICATIONS**

**EDUCATION**

- Masters of Social Work (M.S.W.) degree or a Bachelor of Social Work (B.S.W.) degree with relevant experience.

**EXPERIENCE**

- Five (5) years of front-line experience in child welfare, preferably in protection services, childcare, and resources, and supervisory experience in a child welfare agency.

**MAJOR RESPONSIBILITIES**

1. Provide regular and ad hoc supervision to staff assigned to the team.
2. Provide consultation and direction to workers both in and out of the office.
3. Make decisions based on an analysis of available information, consideration of the various options, evidence informed practice and best practices.
4. Provide resolutions to complaints.
5. Approve safety, verification, placement, and other case-related decisions.
6. Ensure compliance with the Child, Youth and Family Services Act, regulations, Ministry standards, and agency policies and procedures.
7. Review and approve documentation and recordings completed by staff.
8. Coach staff providing critical feedback regarding their clinical knowledge, skills, and work performance.
9. Ensure staff is acquiring and updating knowledge and skills and oversee orientation and training opportunities.
10. Oversee organization of files and record.

11. Liaise with other supervisors and manage scheduling of staff to ensure staff coverage.
12. Review and approve time sheets, expenses, staff mileage, and requests for leave.
13. Participate in staff screening and selection.
14. Conduct regular team and function meetings.
15. Hire, train, supervise, evaluate performance, and manage staffing resources for the team including responding to Step 1 grievances and/or providing discipline as required.
16. Attend management and staff group meetings.
17. Create an anti-oppressive work environment, actively promoting and modeling respect, cultural awareness and inclusiveness.
18. Provide reports, statistics, and other information.
19. Assist in the development of agency policies and procedures.
20. Provide backup coverage for other agency teams as required.
21. Represent the agency at various community events, including public speaking opportunities to key stakeholders.
22. Create a learning environment within the team.
23. Perform other related duties as assigned.

## **REQUIREMENTS**

- Knowledge of relevant legislation, regulations, and Ministry standards (e.g. the Child, Youth and Family Services Act).
- Good understanding of the agency's values, service philosophy and objectives.
- Knowledge of social work theories, principles and practices, and evidence informed practice.
- Demonstrated understanding of, and commitment to, integrating the principles of equity, justice, non-discrimination and accessibility into practice, service delivery and team relationships.
- Clinical knowledge of child maltreatment, child development, attachment and separation, and family dynamics.
- Demonstrated ability to work in a fast paced work environment and to deal with stressful situations.
- Demonstrated ability to work with a vulnerable population which includes working with clients who are dealing with mental health, addiction and poverty issues.
- Demonstrated clinical and management skills to provide effective supervision to workers and ability to coach and mentor staff.
- Demonstrated leadership, problem solving, planning, priority-setting, critical thinking, analytical decision making, and conflict resolution skills.
- Demonstrated presentation skills to represent the society in the community and legal proceedings.
- Demonstrated interpersonal and collaboration skills to coordinate effectively with a broad variety of agency departments/staff and community resources.
- Commitment to acquire and update professional skills and clinical knowledge through participation in training, education, and other professional development opportunities.
- Demonstrated cultural competencies in service delivery.

- Ability to maintain the appropriate safeguards for the Confidentiality and Privacy of Agency and client information.
- Knowledge and proficient competence of computer software (e.g. Microsoft Office (Excel, Word), Lotus-Notes, CPIN).
- Excellent proficiency in English, verbally and written, including the ability to develop detailed and concise reports is required.
- Excellent proficiency in French, verbally and written, including the ability to develop detailed and concise reports is preferred.
- Possess and maintain a valid Class “G” Driver’s License and personal insurance coverage with access to a reliable vehicle.
- Provide a Criminal Records Check including Vulnerable Sector Search.
- After Hours Supervisor - Work regular evening hours (4:30 p.m. to 8:30 a.m.) and weekend hours (Friday 4:30 p.m. through Monday 8:30 a.m.) including statutory holidays, and work normal operation hours as required.

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Interested applicants must submit an updated resume directly to:

Human Resources  
hr.recruitment@casdsm.on.ca