



# BRUCE GREY CHILD & FAMILY SERVICES

## SERVICE SUPERVISOR

<b>POSTING #:</b>	2022-09
<b>EMPLOYEE GROUP:</b>	Permanent, Full-time
<b>DEPARTMENT:</b>	To Be Determined
<b>REPORTS TO:</b>	Director of Service
<b>SALARY:</b>	\$90,201 - \$106,418
<b>DATE POSTED:</b>	June 22, 2022
<b>CLOSING DATE:</b>	Open until Filled
<b>POSTING TYPE:</b>	Internal & External

Please submit your application quoting posting number above to Human Resources at [hr@bgcfs.ca](mailto:hr@bgcfs.ca) before 4:30pm on the closing date.

As a condition of employment, all hires will be required to submit proof of complete COVID-19 vaccination unless a valid and verifiable accommodation under the Ontario Human Rights Code exists.

### PURPOSE STATEMENT

Reporting to a Director of Service, the Service Supervisor is responsible for overseeing the day-to-day operations of all activities of the assigned service team in accordance with the prescribed guidelines and regulations of the Child, Youth and Family Services Act at Bruce Grey Children and Family Services (BGCFS).

### MAIN DUTIES & RESPONSIBILITIES

#### *Vision & Strategy*

- Shapes a compelling vision and strategy. Frames the strategic plan and priorities to achieve desired outcomes. Connects vision and strategy to daily practice.
- Provides input to the vision and strategy; links team's work to vision and strategic priorities.
- Engages staff to provide input to the vision and strategy.
- Clearly and positively articulates the vision and strategy.
- Creates enthusiasm for a shared vision, strategy, and mission.
- Connects daily activities and team goals to strategic priorities and clearly communicates linkages to staff.

#### *System & Community Leadership*

- Leads and initiates both local and system wide strategies. Builds and sustains networks, alliances, and relationships with community partners.
- Seeks out and collaborates with community partners, system resources and the community to coordinate seamless outcomes.
- Engages the system, community partners and the community to create positive and equitable outcomes for families, children, and youth.
- Encourages inquiry and develops protocols to ensure coordinated responses for families, children, and youth.

- Effectively manages conflicts and creates solutions when engaging with community partners and the community.
- Represents BGCFs in OACAS and joint CAS/community committees, demonstrating political acuity to ensure successful representation; participates on committees as required.
- Establishes and maintains effective relationships with internal and external partners that could include the leadership team, foster parents, volunteers, numerous community and professional agencies and institutions and other CAS's and/or the OACAS.
- Represents BGCFs in conferences and meetings.

### ***Strategic Change & Adaptability***

- Leads transformative change and promotes innovation. Proactively implements strategic change to meet the needs of the community. Adapts to change and demonstrates resilience.
- Adapts to organizational change and supports innovation initiatives. Identifies change opportunities.
- Is flexible, adaptable and uses data and evidence to maximize strategic change initiatives.
- Encourages creativity and values new and diverse ideas and innovation.
- Rapidly adapts to new information, changing conditions, or unexpected obstacles.
- Navigates complexity and ambiguity.
- As a member of the Leadership Team, participates in the development and successful implementation of the Strategic Plan.

### ***Equitable Outcomes & Practices***

- Builds a collective equity vision. Leads strategies, develops policies, and implements actions to create an equitable workplace and service delivery climate.
- Models an equity-focused environment and promotes anti-racism and anti-oppression values, practices, and learning.
- Understands own power and social location and their impact on others and on how they are perceived.
- Seeks out the viewpoints and expertise of Indigenous communities and learns from their values and practices.
- Values, seeks out and uses the knowledge and lived experience of equity-seeking groups.
- Acknowledges staff who contributes positively to creating an equitable and inclusive workplace/service delivery.

### ***Engagement***

- Creates a culture of engagement, knowledge sharing and collaboration. Promotes two-way communication and consultation. Incorporates diverse views and opinions into decision making. Builds morale within the organization.
- Promotes collaboration and consultation. Actively seeks and acts on input from supervisors, staff, volunteers, resource parents, and the families, children, and youth they serve.
- Model's two-way communication, listens with respect and develops rapport with the team.
- Assesses morale of the team and actively works to motivate and inspire the team.
- Consults with and respects the lived experience of the families, children, and youth they serve, including Indigenous communities and equity-seeking groups.
- Promotes teamwork and models collaboration and consultation within the team and across teams.
- Includes team members in the decision-making process as appropriate.
- Identifies and removes barriers to communication and knowledge sharing.

### ***Leadership Character & Authenticity***

- Reinforces high standards of professionalism, integrity, and ethics. Shapes a result focused culture founded on equity, respect, and compassion. Fosters the values and principles of the organization.
- Is committed to high professional and ethical standards and reflects the values and principles of the organization in all they **do**.
- Models and promotes the values, principles, and best practices of the organization, including commitment to equity and anti-racism and anti-oppression practices.
- Creates a climate of openness and trust and has the courage to stand up to others.
- Maintains composure and direction under pressure and helps staff manage crisis situations.
- Accepts accountability for actions and decisions.
- Seeks feedback, practices self-reflection, and learns from mistakes.
- Provides leadership for the operational success of the assigned service team.
- Promotes integration of activities across portfolios and monitors achievement of objectives.
- Provides advice on service, team or program issues and challenges to both senior management and/or BGCFS employees.
- At the request of the Director, may serve as Acting Director during the Director's planned absence.
- Leads, facilitates, and participates in special projects and performs other duties as required.

### ***Service & Operational Excellence***

- Creates a culture within the organization, community and system that builds commitment to continuous improvement and service excellence. Effectively manages resources and delivers service to achieve quality outcomes.
- Effectively manages resources and team to deliver quality outcomes.
- Demonstrates and models a commitment to quality and service excellence.
- Makes decisions that are family, children and youth-centered, informed by data and ongoing learning.
- Gathers, synthesizes, and evaluates information to determine possible alternatives and outcomes and makes well-informed and timely decisions.
- Re-visits results in the context of changing needs.
- Assesses current procedures and suggests improvements to increase efficiency and make the best use of resources.
- Examines the impact of service interventions to celebrate and build on successes and learn from mistakes.

### ***Accountability & Results***

- Establishes a result driven culture and framework for accountability. Builds capability to turn strategy into results. Sets measurable goals and performance indicators. Coaches and provides feedback to achieve results.
- Sets measurable objectives and ensures accountability for results. Coaches and provides feedback for team members to encourage positive results.
- Uses critical thinking, data, and evidence to inform decisions.
- Sets clear performance expectations and objectives for staff.
- Holds staff accountable for achieving results.
- Guides the team towards achievement of best outcomes and encourages and recognizes results.
- Has an open and honest conversation to address performance issues.
- Monitors and approves selected expenditures and contributes to cost containment in areas of authority and responsibility.
- Ensures own and program/staff expenditures adhere to BGCFS policies.

## ***People Management & Development***

- Creates an equitable, safe, and healthy workplace. Builds a workforce and management that represent the community. Develops skills, competencies, and leaders for the future. Creates a learning focused and inclusive culture.
- Engages and develops people and creates a learning-focused and inclusive team culture.
- Recognizes systemic barriers for hiring and proactively takes action to improve access for equity-seeking groups.
- Creates a safe and healthy work environment that fosters a positive team culture.
- Recognizes contributions and makes the best use of the diverse skills, abilities, and experiences that individuals bring to the team.
- Gives timely, specific feedback and helpful coaching for staff to improve performance.
- Recognizes staff potential; engages and develops people's skills and competencies through formal and informal learning.
- Seeks and uses ongoing feedback to determine areas for personal learning and professional growth.
- Case Consultation and Supervision in compliance with Ministry Standards and BGCFS standards and Procedures.
- Oversees staff orientation, learning and development plans and ensures accordance to BGCFS policy, procedure, and guidelines.
- Manages recruitment, performance evaluation, coaching, discipline, and termination where necessary ensuring accordance to Human Resources policy and within the context of collective agreement(s).
- Holds people accountable to standards of performance including conducting annual performance appraisals that support staff in establishing and attaining performance goals.
- Works in and ensures that staff work in a manner consistent with the requirements/regulations of the Occupational Health and Safety Act, and BGCFS policy and procedures
- Manages attendance according to policy.

## **KNOWLEDGE, EDUCATION, EXPERIENCE, SKILLS & ATTRIBUTES**

### ***Qualifications***

- MSW required
- Minimum 5 years' experience in roles with progressively increased responsibility and 1 year experience in a similar supervisory role preferred
- Excellent knowledge of CAS programs and services
- Solid knowledge of legislation governing child welfare including CYFS Act and its regulations, Ministry standards, Children's Law Reform Act, Foster Care standards and investigation protocols
- A solid knowledge of relevant CAS/industry computer applications including CPIN, Eforms, CWIS and Fast Track
- Excellent knowledge and experience in the application of casework theory and best practice and the ability to transmit this through training, coaching, and mentoring
- A satisfactory Police Records Check is required
- Valid Ontario Class G Driver's License and access to a reliable motor vehicle with appropriate business class liability insurance is required
- Excellent knowledge of BGCFS business strategies, goals, priorities and programs, and related objectives and plans

### ***General Skills and Attributes***

- Solid ability to use MS Office applications

- Excellent ability to make decisions of sound judgment, often in crisis or emergency situations and to manage the crisis situations appropriately
- Excellent ability to think analytically with attention to detail in the presence of frequent interruptions
- Excellent planning, time-management, multi-tasking, and organizational skills
- Excellent written, oral communication and interpersonal skills providing articulate, constructive, meaningful, and timely interaction at all levels with the ability to make complex issues understandable
- Excellent mentoring, coaching and communication skills to provide instructions and guidance to staff with respect to activities, challenges, and questions
- Highly detail-oriented
- Ability to deal with highly sensitive and personal information in a confidential manner
- Acts with integrity, trustworthiness, humility, transparency, and compassion

## **EFFORTS & WORKING CONDITIONS**

- Work is primarily performed at a desk in a normal office environment
- Intermediate periods of sitting and computer/phone use
- The incumbent has the freedom to move about or change position at will
- Multi-tasks within a fast-paced, high-volume, and demanding environment
- Occasional periods of data analysis and proofing of records required
- Absorbs and interprets information from multiple parties on a regular basis
- Required to listen to and reconcile multiple points of view being discussed/presented
- Frequent interruptions often dealing with critical issues
- Travel to the BGCFS sites or within the BGCFS region
- Occasional travel outside the region is required
- Occasional requirement to work evening and/or weekend hours
- Provides on-call support evenings and weekends on a rotating basis

## **DISCLAIMER**

*The preceding position description has been designed to indicate the general nature, level and scope of the work performed by this position. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position.*

## **BGCFS COMMITMENTS**

*We are committed to having a workforce that is reflective of the diversity of the community and strongly encourages application from all qualified individuals, especially those who can provide different perspectives and contribute to a further diversification of ideas.*

*We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at [hr@bgcfs.ca](mailto:hr@bgcfs.ca). Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.*