



# Native Child and Family Services of Toronto

## Manager, Child and Family Wellbeing

**Hours:** 35 hrs/wk.

**Range:** \$105,007- \$126,015

**Location:** 30 College St, Toronto

**Position:** NON-BU

**Classification:** Full-time, Regular

### **Summary:**

Native Child and Family Services of Toronto strives to provide a life of quality, well-being, caring and healing for our children and families in the Toronto Native Community. We do this by creating a service model that is culture-based and respects the values of Native people, the extended family, and the right to self-determination and through the integration of holistic, culturally based prevention services that are child centred, family focused, and community driven.

Reporting to the Director, Child and Family Wellbeing, the Manager, Child and Family Well Being is responsible for planning, organizing, directing and evaluating the delivery of child and family services in the areas of Child Welfare Services, Kinship, Children in Care, Resources, Adoption/Permanency Planning, Customary Care and CCSY in accordance with the prescribed guidelines and regulations of the Child Youth and Family Services Act (CYFSA). The Manager, Child and Family Well Being will provide leadership in the development of service policies and programs (both child welfare and integrated services) and assist in the implementation of the agency's Strategic Plan.

### **Primary Responsibilities:**

#### **Agency Planning**

- Participates in the strategic planning including agency strategic planning, service planning, human resource planning and budget preparation activities that are reviewed in line with Ministry funding
- Develops and implements a departmental work plan reflecting projected service and program
- Monitors service levels and data reports to adjust the service plan and staff deployment as required
- Generates transition plans and sets priorities to facilitate organizational realignment, where required.
- Works closely with other agency Managers to develop and provide integrated services for the urban Aboriginal population.

#### **Service Program Development, Implementation and Monitoring**

- Ensures all necessary service models of care, policies, programs, and procedures are developed and implemented in accordance with relevant legislation, the service plan and best practices
- Participates in the development of quality assurance measures for service provision and the establishment of quality improvement processes and activities
- Ensures that child and family services roles and processes are clearly articulated.
- Implements recommendations and action plans emanating from internal and external reviews, MCCSS audits and provides periodic reporting on progress
- Oversees improvements to programs through program review, evaluation, research, feedback on outcome measures and related sources
- Ensures compliance with existing and new requirements and standards of various Regulations & Ministry Standards



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- Responds to client complaints and documents steps taken and conducts or assists in reviews as required, and ensures follow-up on recommendations adopted by the agency
- Ensures the accuracy and timeliness of client data provided to the agency's information system Oversees Service Supervisors in the supervision of service staff to ensure legislation, regulations and policies of the Ministry and the agency are adhered to
- Assists with the development/negotiation and updating of service protocols and agreements with all major organizations involved with the agency, related to service area

## Senior Leadership

- Exemplifies and inspires behaviours, actions and attitudes that are consistent with NCFST's mission, vision, and values.
- Provides strategic advice on client service delivery matters; provides advice to the Director on future needs and the impact of emerging trends and priorities
- Provides leadership for the operational success of the Service department
- Articulates and constantly monitors key metrics of Services to assess their efficiency and effectiveness to ensure the highest level of service is being provided
- Assesses risks to the agency and takes appropriate action on cases to minimize and eliminate risks
- Leads the department through periods of change and exemplifies the role of an enthusiastic "champion of change"
- Promotes and ensures integration of activities and services across departments and monitors achievement of goals set
- Fosters leadership development among management and professional staff to ensure succession planning for key positions

## Relationship Management

- Establishes and maintains highly effective critical relationships and networks with internal and external partners
- Represents NCFST in critical situations while employing exceptional problem/issue resolution and consensus building skills to manage and direct divergent views to ensure the most beneficial, collaborative outcomes
- Establishes and maintains meaningful connections with others that are directed towards the sharing of values and opportunities for collaboration while building rapport and establishing/developing credibility of NCFST
- Collaborates with stakeholders to identify organizational needs, develop strategic options and plans to capitalize on opportunities for NCFST
- Demonstrates exceptional crisis intervention skills
- Ensures ethnic, spiritual, linguistic, familial and cultural differences are respected

## Other Related Activities

- Identifies budget requirements and manages department budget in accordance with identified needs, departmental priorities and strategic directions and priorities of NCFST
- Participates in mandatory learning/education to maintain and update skills and knowledge whenever deemed necessary
- Participates on internal and/or external committees as required
- Leads, facilitates and/or participates in special projects and performs other as required
- Provides back up to the other Managers during periods of vacation, illness and other absences
- At the request of the Director, Child and Family Wellbeing acts as Director in the Director's planned absences

## Qualifications, Knowledge and Skills:

- Possesses a B.S.W, with 5 years' experience or a M.S.W., from an accredited university, with a minimum of 3 years' experience in a supervisory/management position within a social services agency.
- Minimum 5 years child welfare experience in progressively responsible roles.



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- Advanced knowledge of legislation governing child welfare including CYFSA and its regulations, Ministry standards, Children's Law Reform Act, Foster Care standards, CYJA and related statutes.
- A good knowledge of industry software application including, Frontline and Fast Track.
- A satisfactory Vulnerable Sector Police Records Check is required.
- High level of literacy of Aboriginal culture and urban Aboriginal issues
- Advanced knowledge of effective strategic planning, research, policy processes and evaluation techniques and proven ability to lead change and find creative solutions.
- Demonstrated understanding, and commitment to, integrating the Native Child and Family Services of Toronto Mission and values into practice, service and relationships.
- Demonstrated understanding of workplace Health and Safety practices and understanding of an employee's responsibility under current legislation.
- Ability to use MS Office
- Advanced critical thinking skills
- Exceptional ability to think analytically with attention to detail in highly important matters in the presence of frequent interruptions
- Exceptional ability to make decisions of sound judgment, often in crisis or emergency situations and to manage the crisis situation appropriately
- Advanced planning, time-management, multi-tasking and organizational skills
- Exceptional 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 financial management skills to participate in the development of the agency budget and manage the department's budget
- Excellent mentoring, coaching and communication skills to provide instructions and guidance to staff with respect to activities, challenges and questions
- Excellent dispute resolution and crisis management skills
- Excellent change management skills to achieve agency objectives
- Exceptional understanding and commitment to quality service and best practice.
- Highly detail-oriented
- Ability to deal with highly sensitive and personal information in a confidential manner
- Acts with integrity, trustworthiness, humility, transparency and compassion

## **To apply, please provide:**

- Cover letter outlining how you how meet the qualifications of the role.
- Current resume and include three work related references
- Proof of Vaccination. NCFST employees are required to be fully vaccinated against COVID-19, absent of a valid medical exemption or other reasonable consideration pursuant to the Human Rights Code of Ontario.
- As a multi-service urban Aboriginal agency providing holistic, culture-based programs and services to Aboriginal children, and families, NCFST will give priority to applicants who identify as First Nations, Inuit, Metis, and those with close affiliations.
- NCFST is committed to providing a barrier-free work environment in accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, NCFST will make accommodations available to applicants with disabilities upon request during the recruitment process.

**Closing Date: February 3<sup>rd</sup>, 2023.**

If you are interested in this job opportunity, please apply by clicking [APPLY HERE](#)



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*We thank you for your interest, however, only those applicants selected for an interview will be contacted.*