



February 24, 2023

POSITION AVAILABLE

CURRENT SALARY

Service Supervisor

\$86,908 - \$111,343

We are currently recruiting for a temporary Service Supervisor to March 31, 2024.

PURPOSE OF POSITION:

Responsible for coordinating and supervising staff assigned to the Society's service team(s). Program responsibilities include the monitoring and evaluation of any assigned program to ensure the efficient and effective provision of service in accordance with applicable legislation, regulations, standards and Society policies, procedures and practices.

COMPETENCIES:

- Accountability - Takes responsibility for all work activities and actions. Follows through on commitments. Takes responsibility for achieving Ministry of Children and Youth Services initiatives to improve outcomes for children, youth and families.
- Analytical thinking and reporting - Identifies and breaks down complex information. Integrates large amounts of information from various sources in order to understand and present findings and/or relevant content. Considers potential impacts and consequences of various possible approaches.
- Anti-Oppressive Practice - Demonstrates a commitment and integrates the philosophy of the Society's Anti-Oppressive Practice (AOP) directional statement.
- Communication - Clearly expresses and receives information and ideas when speaking and/or writing to others. Listens attentively to others. Shares information with others in an efficient and effective manner.
- Conflict management - Uses appropriate interpersonal style, methods and techniques to reduce tension and/or conflict with others in order to diffuse negative emotions and reach a positive outcome. Finds agreement on issues and facilitates a resolution.
- Consultation and facilitation - Works cooperatively, collaboratively and with inclusive framework, works fairly, equitably and openly with others to promote open discussions, seeks input and shares information.
- Creativity - Adapts traditional methods, concepts, models, designs, technologies or systems to new applications. Devises new approaches to make improvements or solve problems.
- Decision making - Makes sound, well-informed and objective decisions. Compares information from various sources, weighs risks, draws conclusions and takes action.
- Internal engagement - Inspires influences and develops individuals and the organization as a whole.
- Planning and organizing - Organizes work, sets priorities and determines resource requirements. Effectively sequences activities to achieve goals. Translates strategies into step-by-step plans for

actions.

- Quality orientation - Implements a quality focused approach when completing work. Monitors and checks work to meet Ministry of Child and Youth Services' quality standards. Effectively manages teams, projects and budgets to support service excellence and deliver quality outcomes.
- Subject matter expertise - Expert knowledge of the Child and Family Services Act legislation, regulations, standards and guidelines.
- Values - Demonstrates a commitment and integrates the Society's Values of Respect, Empathy, Collaboration, Inclusiveness, Integrity and Innovation. Reinforces throughout the organization high standards of professionalism, integrity and ethics and articulates and promotes the organization's values and principles.

Education

Minimum of a B.S.W. degree with M.S.W. degree preferred

Experience

A minimum of 4-7 years of satisfactory experience as a front-line worker in child welfare

Other

Proficiency in a second language an asset

Please apply in writing to Human Resources Department, by quoting competition CAS# 06 23. Direct emails to applyhere@durhamcas.ca

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.

Unless otherwise agreed to by the Employer, employees serving a probationary period may not apply to postings.