

Ad Copy

Service Manager

The Children's Aid Society of the Districts of Sudbury and Manitoulin

March 2024

The Organization

The Children's Aid Society of the Districts of Sudbury and Manitoulin (CASDSM) is a non-profit community organization with a legal mandate to safeguard children and youth from abuse and neglect. The organization is governed by a volunteer Board of Directors who are elected from within the community. They develop programs and services based on the needs of children, youth, and families in the community. As a Children's Aid Society, they are regulated by the Ministry of Children, Community and Social Services (MCCSS) and are governed by the Ontario Child, Youth and Family Services Act, 2017 (CYFSA).

At CASDSM, they prioritize ensuring the safety and well-being of children and youth in the community, with a strong emphasis on diversity, equity, and inclusion. They work in partnership with parents, caregivers, and the community to provide a secure environment for children and youth through services that are equitable and culturally aligned. Their team of highly committed professionals collaborates with other community service providers to support families facing various challenges, such as poverty, unemployment, ill health, domestic violence, or mental health issues. Together, they strive to create a stronger, healthier community where every child and youth can thrive.

The Opportunity

Are you interested in becoming a Service Manager and making a significant and meaningful impact on the lives of vulnerable children and families? As a Service Manager, you will be responsible for overseeing and leading the delivery of child protection services, ensuring the safety and well-being of those who need it the most. You will also have the opportunity to assess the current structure and programs then implement your innovative ideas to shape service operations, provide clinical supervision, and collaborate with community partners to create positive outcomes.

By joining the team, you will help create a nurturing and ethical organizational culture that truly changes lives. You will work with a team to provide a brighter future for vulnerable children and families in the community. If you're passionate about making a difference and ready to take on this meaningful role, we invite you to join CASDSM on this important journey.

Mandate

As the Service Manager, you will play a vital role in fulfilling the organization's mission to protect and support vulnerable children and youth. Your primary responsibility will be to oversee and streamline the delivery of mandated child protection services, ensuring the safety and well-being of those in need. With your big picture perspective and leadership, you will have the opportunity to act as a change agent to shape and guide service operations, provide compassionate clinical supervision, and collaborate closely with community partners.

Your strategic thinking and ability to incorporate data and trends into your daily practice will be essential in achieving program improvements for the children and families CASDSM serves. By implementing innovative approaches and best practices, you will contribute to the continuous improvement of services, help to steer the direction of the agency, evaluate future needs and participate in succession planning. Your role will also involve working in partnership with human resources and legal services to ensure service excellence and compliance with regulations and standards.

As the Service Manager, you will have the opportunity to make a significant impact on the lives of vulnerable children and families. Your dedication and commitment to the mission of CASDSM will help create a safe and supportive environment, providing hope and a brighter future for those who need it most. Join this crucial mission and be a driving force in protecting and empowering children and youth in the community.

Key Accountabilities

The position will include the following responsibilities:

Major Responsibilities:

- Contribute to the planning of services for the Agency's teams and the organization as a whole, fostering collaboration and alignment with strategic goals.
- Promote creative thinking and continuous improvement, encouraging innovative approaches to enhance service responses and practices.
- Monitor services provided to families, ensuring they meet short-term and long-term goals, and proactively mitigate the need for ongoing protection intervention.
- Monitor and ensure compliance with legislation, agency policies, and accreditation standards, promoting a culture of excellence and adherence to regulations.
- Investigate and address complaints specific to service delivery, ensuring timely resolution, and maintaining service levels.
- Mitigate complex service or legal situations and address problematic working relationships with community agencies or professionals, fostering effective collaboration and partnerships.
- Provide functional and clinical supervision, including identifying growth opportunities while fostering an evidence-informed learning culture and supporting the professional growth of staff.
- Embed the agency's Mission, Vision, and Values into daily functions, promoting a positive, ethical, and respectful organizational culture that guides decision-making and actions.

Candidate Profile

The successful candidate will have the following:

Education:

- Master of Social Work (MSW) preferred
- Consideration may be given to applicants with a Bachelor of Social Work (BSW) degree with equivalent lived experience
- Bilingualism (English and French) would be an asset but is not a requirement

Experience:

- A minimum of five years Supervisory experience in a child welfare agency
- Demonstrated leadership and collaboration

- Knowledge and lived experience in Northern Ontario would be an asset

Competencies and Attributes:

- Demonstrated leadership, interpersonal skills, and ability to work collaboratively with all levels of management and staff.
- Knowledge of Child, Youth and Family Services Act (CYFSA), related legislation, prescribed child protection standards and procedures, Ontario's Personal Health Information Protection Act (PHIPA) and Part X of the CYFSA, Violence Against Women (VAW) and Intimate Partner Violence, Principles and Pillars of Community Engagement, and community partners and organizations serving children, youth, and families.
- Excellent verbal and written communication skills, including report preparation, and presenting complex information to diverse audiences.
- Strong knowledge and expertise in strategic and operational planning, project management, analytical ability, and conceptual thinking.
- Ability to transform knowledge into compelling messages and disseminate them effectively to a variety of audiences.
- Capacity to handle multiple priorities in a fast-paced and challenging environment.

How to Apply

- Please send your resume in Word or PDF format to: **HRCCCanada.GBS.TorontoES@ajg.com**. Copy and paste the following job title and code and place it in the subject line of your email so we can identify the job and confirm receipt of your application: AQIQ-746137- Service Manager – The Children's Aid Society of the Districts of Sudbury and Manitoulin - ON