



Hamilton Child and Family Supports

Soutien aux enfants et aux familles de Hamilton

EMPLOYMENT OPPORTUNITY

Hamilton Child and Family Supports was established in 1894 as a not-for-profit charitable organization, mandated under the *Child, Youth and Family Services Act* of Ontario, focusing on the well-being and protection of children. The organization is committed to the strengthening of families, while valuing diversity and promoting equity.

We are dedicated to building a workforce that reflects the diversity of the community in which we live and serve. The organization encourages applicants from all qualified individuals.

We are currently seeking a skilled and committed individual to join our team as a:

SERVICE SUPERVISOR – Indigenous Team

Permanent Full Time (34 hours per week)

(Existing Position)

\$97,256 - \$118,325

Reporting to the Service Director, the Service Supervisor is responsible for incorporating an equitable approach to the organization's child welfare service delivery while supporting a healthy workplace. The Service Supervisor will engage and inspire others to reach goals and objectives of the strategic vision by empowering them through coaching, mentoring and professional development. The Service Supervisor is responsible for providing supervision, leadership, and oversight of the day-to-day operations of the assigned service team ensuring that the delivery of child welfare services is in accordance with the Child, Youth and Family Services Act (CYFSA) and the organization's strategic vision.

Major Responsibilities:

- Supports staff in implementing the agency strategic vision and strategy.
- Helps to remove barriers and provides the tools staff need to fully realize the organizational vision and strategy.
- Connects daily activities and team goals to strategic priorities and clearly communicates linkages to staff.
- Coaches, mentors, and clinically supervises workers in all aspects of planning, organizing, and delivering program services, using collaborative decision-making techniques to ensure the most suitable service plan or program is chosen to meet the needs of the children.
- Assures team members are providing prompt and effective coaching and support to ensure effective service delivery and quality outcomes.
- Seeks out and collaborates with community partners, system resources and the community to coordinate seamless outcomes.
- Consults with and respects lived experience of the families, children, and youth they service, including Indigenous communities and equity-deserving groups.
- Coaches and provides feedback for team members to encourage positive results; setting measurable objectives and ensures accountability for results.
- Uses critical thinking, data, and evidence to inform decisions.
- Ensures that decisions about families, children and youth include their voice, are child centered and informed by data and ongoing learning.
- Works as part of an integrated service supervisors' team in consultation with service directors to plan and problem solve service delivery and staffing issues across service areas.
- Engages and develops people by creating a learning-focused and inclusive team culture.
- Engages and develops people's skills and competencies through formal and informal learning; seeking and using ongoing feedback to determine areas for personal learning and professional growth.
- Actively promotes an equity-focused environment and promotes anti-racism and anti-oppression values, practices, and learning.
- Values, seeks out and uses the knowledge and lived experiences of equity-deserving groups to improve outcomes for children, youth, and families.
- Identifies where bias, racism, discrimination may be prevalent or evident in practice and work with teams to develop equitable inclusive practices and workplaces.

Key Qualifications:

- Experience supporting children and families, child welfare exposure considered an asset.
- Excellent knowledge of legislation governing child welfare including CYFSA and its regulations, Ministry standards, Children's Law Reform Act, Foster Care standards and related statutes, and OACAS Standards.
- Understanding of the evolving role of CASs within the child welfare sector and their impact on the development of HCFS priorities and government and provincial strategies.
- Knowledge of HCFS business strategies, goals, priorities and programs, related objectives and CPIN, considered an asset.

As an employer, Hamilton Child and Family Supports is committed to:

- ***A culture of inclusiveness and diversity reflecting our diverse service recipients, staff, and community alike.***
- ***Providing barrier-free and accessible employment practices.***
- ***In accordance with the Ontario Human Rights Code providing accommodation supports during the selection and interview process if required.***

All employees of the organization are expected to demonstrate respect, empathy, and accountability to the children and families we serve and each other.

Interested applicants must submit a current resume to careers@hamiltoncfs.ca or by Fax: (905) 522-1089, clearly indicating the Job Posting Number (**File 015/26**) by April 17, 2026.

HCFS does not utilize Artificial Intelligence (AI) technologies in our recruitment or selection process.