PURPOSE AND SUMMARY

Under the direction of the Assistant Director of Support Services, the Group Home Service Manager is responsible for the Group Home program and assigned staff. The Group Home Service Manager is responsible to ensure that the program meets the Children's Residence Licensing requirements. The Group Home Service Manager shall provide direction and supervision to staff within this program to ensure consistency of standards so that services and related programs are based upon sound clinical social work and Anishinabek practices, express the policies and procedures of Dilico, and are within the legal framework of the Child and Family Services Act. The Group Home Service Manager must be able to work effectively and efficiently with other service managers, ensuring the implementation of an integrated service delivery from the point of intake to discharge for all children, youth and families receiving services from Dilico.

DUTIES AND RESPONSIBILITIES

1. **Service Responsibilities**

   Under the direction of the Assistant Director of Support Services, the Group Home Service Manager is responsible to:

   a. provide leadership and management in the delivery of group home services;

   b. participate in recruitment, selection, hiring and termination process;

   c. provide regular, consistent supervision to all assigned staff and complete performance evaluations as required;

   d. to approve, coordinate, and manage all assigned staff work schedules, and assigned duties;
e. ensure assigned staff are appropriately trained and training is updated as required;

f. ensure the regular and consistent completion and appropriate forwarding of all necessary written documentation, including for areas of service, administration and staffing;

g. plan, direct, monitor and evaluate the group home program and assigned staff;

h. develop and implement policies and procedures for service delivery;

i. develop and implement service standards to ensure quality service delivery;

j. ensure service coordination and strong communication and collaboration;

k. ensure adherence to Dilico Group Home policy and procedures

l. maintain a working knowledge and be familiar with child welfare policy and procedures including Protection, Children in Care, Emergency After Hours, Adoption and Foster Care Manuals;

m. ensure adherence to the Provincial Child Abuse Standards;

n. perform other duties, related to the position, as may be assigned by the Assistant Director of Support Services.

2. **Organizational Responsibilities**

As a representative of Dilico, the Manager is responsible to:

a. reflect and interpret the Agency Vision, Mission and Core Values in his/her own work with enthusiasm and commitment;

b. promote commitment in others for Agency Vision, Mission and Core Values;

c. understand and act in accordance with the legislation, Policies, Standards and Procedures of his/her own service, program and Agency;

d. understand policy and procedures on employee rights, employment equity, access to information, privacy, safety and health – with respect to these policies, know the rights and obligations of employees;
e. understand the Legislative and conceptual basis, policies and systems for financial, human resources and administrative management;

f. know the relationship of the services of his/her own program to other Agency programs and to the Agency Mission and strategic direction;

g. develop and maintain respectful, cooperative working relationships to contribute to the integrated, seamless delivery of services to Anishinabek children, families and communities;

h. apply Anishinabek culture, values, traditions and teachings into policy and programming where possible;

i. ensure accuracy, confidentiality and safekeeping of agency records

j. participate constructively in the supervision process with the immediate Assistant Director.

QUALIFICATIONS

1. **Education**

   A minimum three year BSW is required. A four year HBSW is preferred. Candidates without the specific education qualifications, but who possess an appropriate combination of child welfare experience and other academic qualifications will also be considered.

2. **Work Experience**

   a. three or more years experience in a group home setting;
   b. direct experience in child welfare/protection services;
   b. direct service experience with Anishinabek children and families.

3. **Skills/Abilities**

   a. excellent supervisory, planning, organization, problem-solving, decision-making and inter-personal and leadership skills;
   b. sound knowledge of Foster Care Regulations, Provincial Child Abuse Standards, Child and Family Services Act and related legislation;
   c. ability to collaborate with other unit managers and facilitate planning and action;
Job Description – GROUP HOME SERVICE MANAGER

d. ability to follow direction and work with little or no supervision as may be required;
e. ability to work effectively under pressure;
f. able to maintain confidentiality;
g. sound knowledge of human behavior theories, child development and family dysfunction and ability to apply in assessment and planning;
h. sound knowledge of risk assessments, and counseling skills;
i. excellent written and oral communication skills;
j. ability to use authority;
k. ability to work within a multi-disciplinary child welfare team;
l. ability to liaise with other social service agencies;
m. sound knowledge of human behavior theories, child development and family dysfunction and ability to apply in assessment and planning;

CONDITIONS OF EMPLOYMENT

a. satisfactory CAS Penlieu Search
b. satisfactory Criminal Records Search
c. ability to work flexible hours, travel and act on an “on-call” basis, as determined by the Assistant Director of Support Services in relation to service requirements;
d. must possess a Class “G” Driver’s License and have access to a personal vehicle which will pass a safety inspection.

NOTE: This job description is not intended to be all-inclusive. The manager may perform other related duties as required to meet the needs of the organization. In addition, this job description may change as agency need changes.