

	<b>JOB DESCRIPTION</b>		
	<b>Position Title:</b> <b>Program:</b> <b>Service:</b> <b>Accountable to:</b>	<b>DISTRICT CHILD WELFARE SERVICES MANAGER</b> Child Welfare Child Welfare Assistant Directors	
<b>Issued By:</b> <b>Date Issued:</b>		<b>Date Revised:</b> <b>Classification:</b>	<b>March 2017</b>

## **PURPOSE AND SUMMARY**

Under the direction of the designated Child Welfare Assistant Director, the District Child Welfare Service Manager is responsible for managing the delivery of Child Welfare services; provides direction and supervision to Child Welfare staff; ensures consistency of standards within the Agency Mikinaak Service Model so that services and programs express the policies and procedures of Dilico, and are within the legal framework of the Child and Family Services Act.

The District Child Welfare Service Manager, in conjunction with the Senior Management team, is responsible for ensuring the implementation of 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 designated Child Welfare Assistant Director, the District Child Welfare Service Manager is responsible for site management and:

- a. ensuring the provision of relevant, competent service to all Anishinabek children, families and communities who either request or are determined to require assistance with their daily living from the point of referral to termination;
- b. ensuring the assignment and consistent, active involvement of Case Managers, Alternative Care Workers, Prime Workers and Children's Services Workers and other applicable unit staff, in all community child and family cases;

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- c. ensuring completion and recording of initial and on-going assessments and service plans for all assigned cases;
- d. ensuring consistent and appropriate collaboration and consultation with First Nation Family Support Workers, Social Service and Health Directors, and Band Councils throughout the duration of Child Welfare involvement with children, families and communities in order to respect and enhance the development of community-based service delivery;
- e. ensuring the acquisition and use of necessary, additional resources in all child, family and community cases;
- f. becoming familiar with Anishinabek communities by regular, frequent visits and direct involvement;
- g. reporting immediately to the Child Welfare Assistant Director incidents of neglect or abuse and ensuring completion of all necessary documentation;
- h. ensuring that every child who may be at risk or in need of protection has his or her situation investigated and a plan to dispose of the risk is implemented and monitored according to standards, policies and legislation;
- i. ensuring that any child who comes into care receives the highest quality of service and that all planning for the child takes into consideration the best interest of the child and be in accordance with standards, policies and legislation;
- j. ensuring the regular, consistent and appropriate completion by all Child Welfare staff of all necessary written reports, records and documents for service files and performance statistics;
- k. participating in the hiring process as follows:
  - i. reviewing existing job descriptions with regards to accuracy;
  - ii. preparing a written presentation of skills required for the position;
  - iii. reviewing applicants and assisting in short-listing;
  - iv. participating in the interview process;
  - v. assisting in checking references;
  - vi. setting goals for probationary process;
- l. achieving quality of services by ensuring the assignment and consistent, active involvement of workers in all cases and through monitoring of workers in carrying out their functions; ensuring the regular, consistent and appropriate completion by all workers of all necessary written reports, records and documents for service files and performance statistics;
- m. providing regular, consistent supervision to all program staff; keeping accurate records of agreements made and tasks assigned in

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- supervision; keeping comprehensive supervision notes on each staff for performance statistics;
- n. providing written goal plan and performance appraisal of staff at 6-month and 12-month intervals following hiring and annually thereafter;
- o. ensuring the adequate and appropriate supervision and evaluation of all students engaged in field placements with Dilico, either directly or through clear assignment to a program staff member;
- p. ensuring that staff who do a good job get appropriate recognition;
- q. being involved in effective discipline of staff as follows:
  - i. consulting with designated Child Welfare Assistant Director before any major discipline is given;
  - ii. deciding on a course of action, following the policies and procedures of Dilico;
  - iii. consulting with the Human Resource program or legal counsel where appropriate;
  - iv. documenting the case—all documents to be included in personnel files;
  - v. recording a plan of action to correct the employee's behaviour;
- r. participating in the employment termination of program staff; preparing in writing, any recommendations for termination of staff to designated Child Welfare Assistant Director;
- s. approving all staff work schedules;
- t. ensuring adherence to Dilico Policy and Procedures – Intake, Protection, Children in Care, Adoption and Alternative Care Manuals in the protection and apprehension of children;
- u. ensuring adherence to the Provincial Child Abuse Standards in all cases of suspected neglect and abuse of children;
- v. ensuring accurate and complete preparation of required customary care agreements and court documents;
- w. ensuring documentation and follow-up by appropriate staff i.e., Plans of Care, Service Plans, visits, medicals, other reports, etc.);
- z. reporting all Serious Occurrences and ensuring completion of all necessary documentation;
- aa. ensuring necessary scheduling and approval of Case Managers, Emergency Duty Workers, Alternative Care Workers, Child Care Workers, Case Aides, Prime Workers, so that service is available to Anishinabek children and families, 24 hours a day, 7 days a week;
- bb. participating in the recruitment, hiring and employment termination of Child Welfare staff, and other unit staff as may be requested;
- cc. ensuring the following major decisions have Management approval – opening a case, closing a case, reporting abuse/mistreatment, status

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- review applications, all placement changes, returning a child to their home, adoption placements, adoption breakdowns, all hospital surgery, any contentious issues and client complaint reports;
- dd. recommending appropriate training for Child Welfare staff and requesting approval through the designated Child Welfare Assistant Director; ensuring staff complete the training evaluation form after each training;
- ee. developing and maintaining an effective team process by scheduling team meetings, agenda, and minutes are taken with action steps identified, circulated to staff and to the Director of Child Welfare;

### **Alternative Care Services (in addition to client services mentioned in a-ee):**

- ff. ensuring completion of alternative care home recruitment, orientation, assessments and approvals, and training; ensuring completion and recording of initial and on-going assessments and service plans for all assigned cases;
- gg. conducting a review of all alternative care home files by ensuring home studies are completed before approval and ensuring an annual review of alternative care homes is conducted;

### **Children in Care Services: (in addition to client services mentioned in a-ee)**

- hh. ensuring that relevant and appropriate planning is developed for each Child in Care;
- ii. reviewing the appropriateness of customary care and adoption for Children in Care of Dilico in terms of their best interests according to Part VII of the CFSA;
- jj. ensuring that any adoption or customary care placement for a child in care receives consultation with the family, First Nation, and meets the Best Interest Criterion as outlined in Part VII of the CFSA;
- kk. ensuring that updated knowledge of Provincial, National and International adoption networks and procedures exist within the service unit;
- ll. ensuring adequate liaison and support exists for community groups and agencies around adoption related issues;

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- mm. reviewing, at least annually, Dilico's adoption and customary care process to ensure that maximum opportunity is provided for assessment and planning for children, and orientation and support for families;
- nn. conducting a review of all adoption applications according to the CFSA.

### **2. Organizational Responsibilities**

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

- a. reflecting and interpreting the Agency Vision, Mission and Core Values in his/her own work with enthusiasm and commitment;
- b. promoting commitment in others for Agency Vision, Mission and Core Values;
- c. understanding and acting in accordance with the legislation, Policies, Standards and Procedures of his/her own service, program and Agency;
- d. understanding policy and procedures on employee rights, employment equity, access to information, privacy, safety and health – with respect to these policies, knowing the rights and obligations of employees;
- e. understanding the Legislative and conceptual basis, policies and systems for financial, human resources and administrative management;
- f. knowing the relationship of the services of his/her own program to other Agency programs and to the Agency Mission and strategic direction;
- g. developing and maintaining respectful, cooperative working relationships to contribute to the integrated, seamless delivery of services to Anishinabek children, families and communities;
- h. applying Anishinabek culture, values, traditions and teachings into policy and programming where possible;
- i. ensuring accuracy, confidentiality and safekeeping of agency records;
- j. participating constructively in the supervision process with the designated Child Welfare Assistant Director.

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### **QUALIFICATIONS**

#### **1. Education**

A minimum three-year BSW or other three-year social services degree is required. A four-year HBSW is preferred.

#### **2. Work Experience**

- a. three (3) years or more managerial experience in Child Welfare protection services;
- b. direct service experience with Anishinabek children, youth families and communities.
- c. candidates without the specific education qualifications, but who possess an appropriate combination of child welfare experience and other academic qualifications will also be considered.

#### **3. Skills/Abilities**

- a. excellent supervisory, planning, organization, problem-solving, decision-making and inter-personal and leadership skills;
- b. sound knowledge and understanding of the Differential Response Model, Child and Family Services Act, Alternative Care Regulations, Young Offenders Act, the Mental Health Act, Kin Ship and Customary Care Practices, and other related legislation in children's services;
- c. sound knowledge of human behavior theories, child development and family dynamics and ability to apply in assessment and planning;
- d. counselling skills and skills in teaching Adults;
- e. ability to maintain confidentiality;
- f. excellent written and oral communication skills;
- g. ability to use authority;
- h. ability to work within a multi-disciplinary Child Welfare team;
- i. ability to liaise with other social service agencies;
- j. ability to work within the policies, standards, procedures and the vision, mission and core values of Dilico Anishinabek Family Care;
- k. good knowledge of the Anishinabek culture and issues affecting Anishinabek children, families and communities in and around the district of Thunder Bay;
- l. ability to understand and/or speak an Anishinabek language would be considered an asset.

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### **CONDITIONS OF EMPLOYMENT**

- a. satisfactory Criminal Records Search;
- b. required to work flexible hours, travel regularly and to act on an “on-call” basis as determined by the respective Manager in relation to service requirements;
- c. must possess a Class “G” Driver’s License and have access to a personal vehicle and have \$1,000,000 liability vehicle insurance.

**NOTE:** This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.