



**MANAGER: GROUP HOME and SUPPORT SERVICES**  
**Full Time, Permanent Position — (33.75 Hours/Week)**

**Salary Range: \$89,756 – \$113,570**

**POSITION PURPOSE:**

Reporting to the Director of Services, the Group Home and Support Services Manager is a member of the Society's Management Team responsible for the efficient and effective delivery of Society Services and Agency support programs both Thunder Bay and within the District.

The Manager will coordinate the work of the Group Home and Support Service Unit and ensure that the duties and responsibilities of the staff in these positions are fulfilled within the Society's policies and procedures, the legal framework of the Child, Youth and Family Services Act, and in compliance with Ministry Directives, Regulations and Standards. The Group Home and Support Services Manager will also plan and implement program initiatives to meet Service benchmarks that will ensure the protection of children, which align with the Society's Vision, Mission and Values Statements as well as the agency's Anti-Oppressive Practice Statement.

**POSITION QUALIFICATIONS AND REQUIREMENTS:**

- BSW, H.B.S.W., M.S.W from an accredited school of social work or equivalent and a minimum of five years' experience in the social service field, preferably in child welfare.
- All relevant work experience, education, or professional registrations will be considered in lieu of formal education.
- Required qualifying competencies of this position would include:
  - **Results Oriented:** Develops program plans that align with organizational priorities, strategic direction and clear objectives, and consistently accomplishes tasks within required timelines.
  - **Leadership and Vision:** Leads by example with integrity, accountability, and professionalism that motivates others to do the same. Fosters a culture of creativity and innovations, continuous improvement, and high-quality service delivery.
  - **Personal Effectiveness & Development:** Exhibits a high degree of self-awareness, resilience, and adaptability in managing complex, unexpected, and evolving situations. Demonstrates the ability to counsel, coach, mentor, and support staff development while maintaining a positive and solution-focused approach.
  - **Teamwork & Collaboration:** Builds and sustains effective working relationships across organizational teams and within the community to achieve high level performance. Promotes collaboration to achieve service excellence and advance the agency's mission: "A future that embraces thriving children and youth, empowered families and strong communities."
  - **Ministry Licensing Compliance:** Ensures full compliance with all applicable legislative, regulatory and policy requirements governing children's residential services.
- Knowledge and experience in applying therapeutic approaches with children and families within an anti-oppressive, strengths based, collaborative framework.
- Contribute to a culture of diversity, equity, and inclusion with a commitment to the elimination of disparity and disproportionality in service outcomes.
- Excellent communication skills including strong interpersonal, written and verbal skills and an ability to interact with a wide variety of people.
- Ability to effectively manage inter-personal conflict.
- Ability to maintain a strong sense of professional judgement and confidentiality.
- Excellent organizational, coordination and time management skills to determine priorities, meet strict timelines and manage several assignments simultaneously.
- Ability to use sound judgment and tact to address a range of issues and to problem-solve.
- Ability to work flexible hours.
- Criminal Records Check is satisfactory to the Agency required upon conditional offer of employment.
- Valid Class "G" Driver's License, safe driving record, and access to a reliable vehicle.
- Willing to travel within the Thunder Bay District as regularly based on agency demands.
- Able to facilitate strong inter-departmental relationships.

**APPLICATION INFORMATION – Applications Received until April 8, 2026, at 5:00 pm EST**

Please submit a cover letter and resume on-line at [www.thunderbaycas.ca](http://www.thunderbaycas.ca) "Career Opportunities." Individuals may also submit an application directly to: Manager of People and Culture, The Children's Aid Society of the District of Thunder Bay, 1110 Jade Court, Thunder Bay, ON P7B 6M7

The Society is committed to supporting and advancing equity, diversity and inclusion in our organization and the society in which we serve. As such, we are expressly interested in receiving inquiries and applications from individuals who identify themselves as Indigenous, racialized or equity seeking in order to better reflect the demographic profile of Thunder Bay and District.

*TBCAS is committed to a candidate selection process and work environment that is inclusive and barrier free. To ensure candidates are assessed in a fair and equitable manner, accommodation will be provided to the prospective employees in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.*

*We thank all applicants; however, only those considered for an interview will be contacted.*