



Manager of Support Services
Full-time, Permanent (33.75 hours/week)

Reporting to the Director of Services, the Manager is responsible for the service delivery of the Agency's Access, Transportation and Support Programs through assigned staff and associated resources, SPRING program, Family Support Workers, and Educational Liaison portfolio. Responsibilities include the ongoing development, monitoring, and evaluation of all the above the program streams to ensure efficient and effective provision of services in alignment with Agency strategic planning, the Agency's policies and procedures, and within the legal framework of the Child Youth Family Services Act, 2017 (CYFSA, 2017) and any updated amendments and regulations to said legislation. The Manager is also responsible for the recruitment, screening, hiring and orientation of casual staff, support staff, family support workers and SPRING hires. The position supervises and coordinates the work of staff assigned to the Support Services Program. The position is a member of the management team, and actively participates in the strategic planning of Agency service.

POSITION QUALIFICATIONS AND REQUIREMENTS:

- MSW or Masters level degree in a social science, with a minimum of 3 years experience in child welfare or a related field, or HBSW with a minimum of 5 years experience in child welfare or a related field. Other educational qualifications and combined experience may be considered.
- Valid "G" Ontario Driver's License and safe driving record.
- Criminal Records Check satisfactory to agency required upon conditional offer of employment.
- Able to facilitate strong inter-departmental relationships.
- Excellent interpersonal and communication skills to establish and maintain effective working relations and to develop strong, effective teams.
- Demonstrated excellence in conflict resolution, mediation, and problem solving.
- High level of initiative and self direction.
- Contribute to a culture of diversity, equity, and inclusion with a commitment to the elimination of disparity and disproportionality in service outcomes.
- Demonstrated competencies in Project Management.
- Demonstrated competencies in program development, implementation, and evaluation.
- Strong organizational and administrative skills.
- Demonstrated ability to lead and coach others utilizing strengths based and trauma informed approach.
- Strong competencies in areas of diversity and cultural responsiveness.
- Strong theoretical and practice background relating to Attachment Theory, Separation and Grief, Child Development, Model of Change, Trauma, Learning Theory and Behaviour Modification; especially as these models relate to child welfare practice.

MAJOR RESPONSIBILITIES:

- Attend Agency Inter-Unit Conferences and other client related case conferences and meetings as required.
- Orient, teach and provide or coordinate ongoing in-service training for assigned staff.
- Provide day-to-day direction and support to staff, answering questions, providing feedback, and resolving particularly difficult problems.
- Provide regularly scheduled supervision to full and part-time regular and contract employees. Provide scheduled group and/or individual supervision to casual staff as required.
- Ensure day-to-day activities and programs follow the standards and practices as outlined in the CYFSA, 2017, agency policies and procedures manuals, and the Unit's specific policy manual.
- Ensure all monthly statistics as required by the Director of Services are completed, approved, and submitted.
- Approve all staff expenditures (including mileage) within established limits. Inform Director of Services, of any corrective actions required re: expenditure control.

Application Information – Applications Received to October 10, 2023 @ 5:00pm

The preferred method of application is to submit a cover letter and resume on-line at www.thunderbaycas.ca "Career Opportunities". Individuals may also submit directly to: Amy Wrigley, Director of Human Resources, 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. In order to ensure candidates are assessed in a fair and equitable manner, accommodations will be provided to 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.