



CHIPPEWAS OF NAWASH UNCEDED FIRST NATION

Family Services Supervisor

Department: Native Child Welfare
Program: Native Child Welfare
Reports To: Manager of Operations
Hours of Work: 37.5 hours per week

JOB PURPOSE

The Family Services Supervisor primarily is responsible to direct the overall daily office operations of the Native Child Welfare Program including office management, technology, human resources, health and safety, contracts, and staff. The Family Services Supervisor serves as a liaison to Chief and Council, the Social Development Committee, Nawash Programs, and external stakeholders. This position upholds the personnel and financial policies of the Chippewas of Nawash Unceded First Nation and will create and/or approve internal policies and procedures for the effective running of the Program. This role will also develop and implement both short and long-term tactical and strategic plans in accordance with goals and objectives of the Program and the Chippewas of Nawash Unceded First Nation.

KEY DUTIES AND ACCOUNTABILITIES

- Direct the overall daily office operation of the Native Child Welfare Program office, management, technology, human resources, health and safety, contracts, and administrative staff
- Allocate Program resources to implement policies and programs
- Establish and maintain relationships with other First Nations and key stakeholders
- Upholds and ensures the Program adheres to the Chippewas of Nawash Unceded First Nations personnel and financial policies
- Provides advice and direction on case consultation, alternative options planning, and strategies to protect clients and support families and family enhancement strategies.
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- Ability to work towards a successful process of community-based First Nation Child and Family Services programs and services.

Supervisory Role

- Ensure the program adheres to Nawash Financial and Personnel Policy
- Delegates, set expectations, and monitor progress of all direct reports
- Attends training to maintain up-to-date knowledge and skills relative to the job and the Program's mandate
- Maintaining case files where conflict of interest may be an issue amongst the team

- Create and/or approve internal program policies and procedures to ensure they meet or exceed compliance requirements and best practice standards
- Develop and implement both short and long-term tactical and strategic plans in accordance with business goals and objectives
- Develop strategic performance metrics and targets that are consistent with the Program's goals
- Communicate with the Chief and Council, and the Social Development Committee on internal and external issues that affect the organization
- Direct the human resources and personnel functions of the Program
- Manage a workplace succession plan to determine potential areas for employee promotion
- Manage the efficiency and effectiveness of the organization's daily operations
- Evaluates the effectiveness of plans of care and provides professional expertise and support to team members.

Financial Accountabilities

- Prepare annual budget in conjunction with the annual service plan
- Prepare cash flow projects and forecasts
- Reconcile financial reports with the Band's Financial system
- Ensure financial systems are in place to control and monitor spending including approvals under designated spending authority i.e., purchase orders and band council resolution.
- Prepare payroll requirement for submission to finance
- Prepare financial reports as required to Council, Committee and funding agencies.
- Prepare casual employment contracts including scope of work (tenders) and identification of appropriate budget sources
- Administer the organization's funds according to the approved budget, and monitor its financial expenditures
- Develop and control annual budget and long-term financial plans
- Develop an operational plan which incorporates goals and objectives that work towards the strategic direction of the organization
- Coordinate long-term organizational planning
- Allocate company resources to implement policies and programs

Sector Related Responsibilities

- Hold regular case conference meetings with the Children's Aid Society and other relevant parties and staff;
- Attend and provide transportation to clients for family court that are currently clients of the Supervisor or where a request has been made for the Supervisor's presence
- Regular contact with the Band Representative on matters related to clients involved or about to be involved with the Children's Aid Society and protection matters for advocacy and case conferencing.

- Adhere to principles of best practices in the field of social work, and family welfare
- Upholds compliance with Agency policies, procedures, legislation and ethical standards amongst staff.

Communications & Partnership

- Maintain current knowledge of issues faced by Native Child Welfare organizations and sector.
- Communicate and seek input from the staff, community membership and other community programs on the Program's annual service plan.
- Develop and maintain partnerships with other related agencies both on and off-reserve for the benefit of clients.
- Representing the organization at community meetings and forums.
- Attend meetings as a representative of the Chippewas of Nawash First Nation on child welfare or child and family services matters, when appropriate and/or directed by the First Nation Administrator or Chief and Council
- Attend Band Council meetings to report on outcomes of the Program and to seek approvals as required
- Serve as liaison between Chief and Council and the Social Development Committee and external stakeholders.
- Establish and maintain relationships with key stakeholders
- Ensure that the Chief and Council, and the Social Development Committee is kept fully informed on the condition of the organization and all-important factors influencing it

REQUIREMENTS

Education and Experience:

- Bachelor of Social Work Degree from an accredited university and a minimum of 2 years' experience in the field
- Two (2) experience proven experience in a management and supervisory role
- Registered with the College of Social Workers is considered an asset
- Consideration may be given to a combination of education and experience working with Indigenous families in a Child Welfare context.
- Experience working a First Nation organization in a child welfare or related areas

Designations, Licences & Requirements:

- Willingness to provide a current Criminal Background and Vulnerable Sector check.
- Certifications or licences appropriate to industry
- Valid Ontario Class G Driver's Licence

Knowledge, Skills & Abilities:

- Knowledge of the culture, values and traditions of the Chippewas of Nawash Unceded First Nation
- Experience in basic account principles, financial management, budgeting and reporting.
- Able to maintain the highest degree of privacy and confidentiality
- Knowledge and/or competent interpretation of all relevant Acts, Regulations, Policies and Procedures related to Child Welfare.
- A clear and solid understanding of the issues faced by the Program and the Native Child and Family services sector
- Must be computer proficient with the ability to use a variety of software applications.
- Able to build and maintain lasting relationships with key external stakeholders
- Ability to initiate and model positive change
- Experience with coaching and development of management-level employees
- Experience with strategic development and initiative-based project leadership
- Intuitive grasp of organizational structure in order to manage cross-departmental and cross-disciplinary resource allocation
- Sound analytical thinking, planning, prioritization, and execution skills
- Strong business acumen
- Strong formal and informal leadership skills
- A clear and solid understanding of the issues faced by the organization and the industry
- Ability to build and maintain lasting relationships with key external stakeholders
- Ability to delegate, set expectations, and monitor progress of all direct reports

PROBLEM SOLVING & COMMUNICATION

- Ensure that Chief and Council, First Nations Administrator is kept fully informed on the condition of the organization and all-important factors influencing it
- Serve as a liaison between Chief and Council, the Social Development Committee, and external stakeholders
- Provide expert specialized advice, consultation and support to the delivery system and various stakeholders.
- Negotiate contracts and manage vendor relationships

DECISION MAKING & IMPACT

- Ability to interpret all relevant Acts, Regulations, Policies and Procedures related to Child Welfare
- Administer the Program's funds according to the approved budget, and monitor its financial expenditures, in accordance with Nawash Financial Policy and Ministry Guidelines
- Ensure that process and protocols are in place with other community agencies who have service/programs that would benefit the client
- This position upholds and ensure that the Program adheres to the Chippewas of Nawash personnel and financial policies

SAFETY RESPONSIBILITIES:

- Work in compliance with the CNUFN Health and Safety Policy and Procedure Manual and the provisions of the Occupational Health and Safety Act and regulations.
- Practice due diligence to manage risks to the health and safety of yourself and others.
- Use personal protective equipment and clothing as directed by the employer.
- Report workplace hazards and dangers to the supervisor or employer.
- Work in a safer manner as required by the employer and use the prescribed safety equipment.

STAFF REPORTS

- Family Support Worker
- Youth Support Worker
- Support Services Worker
- Community Mentor
- Administrative Assistant
- May be required to show others how to perform tasks

WORKING CONDITIONS

1. Physical Demands – Long periods of sitting, standing, typing and some walking. Lifting of some objects not exceeding 10 pounds
2. Environment – Mainly an office environment and indoor locations with some exposure to outside during travel and events. Minimal exposure to hazardous material (cleaning supplies)
3. Mental Effort – Quick thinking for frequent handling of difficult situations that some may find stressful and or upsetting. Accuracy of reports and meeting deadlines.
4. Position Type/Expected Hours of Work – Regular full-time hours of 37.5 hours per week with availability for evening and weekend work as required

This job description is intended to convey information essential to understanding the scope of position and it is not intended to be an exhaustive list of experience, skills, efforts, duties, responsibilities or working conditions associated with the position.

I hereby acknowledge and agree to comply with the above job description necessary to fill the position.

Employee Name

Employee Signature

Date

Supervisor Name

Supervisor Signature

Date