

## **Teme Augama Anishinabek Job Description**

**Position** Child and Family Services Manager

**Department** Social Services

**Position Reports** To Executive Director

**Employment Status** Full Time

**Hours** 35 hours per week

**Employment Type** Permanent

### **Position Summary**

The Child and Family Services Manager provides leadership, oversight, and strategic direction for all child and family services within Teme Augama Anishinabek. Reporting to the Executive Director, the position is responsible for the development, implementation, and continuous improvement of child welfare services, including Band Representation, Prevention Programming, and Post Majority Care. The role ensures services are family-centred, culturally grounded, and aligned with legislative requirements, including the Child, Youth and Family Services Act (CYFSA). The Manager oversees staff, guides complex case direction, leads policy and program development, and strengthens relationships with child welfare agencies, courts, and community partners. The position plays a critical role in advancing community-based approaches that prioritize prevention, maintain family connections, and uphold the rights, safety, and wellbeing of children and families. The role ensures that systems, policies, and services are developed in alignment with community priorities, governance direction, and evolving child welfare frameworks.

### **Primary Responsibilities**

#### **Program Leadership and Service Oversight – 25%**

Provides overall leadership and direction for child and family services, including Band Representation, Prevention Programming, Post Majority Care services. Establishes service priorities, monitors workloads, and ensures consistent, high-quality service delivery across all program areas. Ensures services reflect culturally grounded, family-centred, and trauma-informed practices, while promoting approaches that prioritize prevention and

keep children connected to family, culture, and community wherever possible. Oversees complex case direction and provides guidance in high-risk or sensitive situations.

### **Strategic Planning and Policy Development – 20%**

Leads the development, review, and implementation of child and family services policies, procedures, and strategic plans. Drafts and revises policies based on legislative requirements, community needs, and service delivery gaps, ensuring alignment with organizational policies and existing agreements, including Child Welfare Protocol Agreements. Provides recommendations to leadership on program development, funding frameworks, and service enhancements. Supports long-term planning to strengthen community-based child welfare systems and culturally relevant programming.

### **Supervision, Leadership and Workforce Development – 20%**

Provides direct supervision, leadership, and oversight to child welfare staff, including Band Representatives, Prevention Workers, and Post Majority Care Youth Worker. Ensures staff have clear direction, appropriate caseloads, and the support required to perform their roles effectively. Provides coaching, case consultation, and performance management while promoting staff wellbeing and professional development. Maintains clear role boundaries between program oversight and Band Representation responsibilities while providing backup support where required.

### **Inter-Agency Collaboration and Advocacy – 15%**

Builds and maintains strong working relationships with Child Welfare Agencies, courts, legal counsel, health services, schools, and community organizations. Advocates for culturally appropriate, least-intrusive measures in all child welfare matters, ensuring the rights and interests of children and families are represented. Participates in case conferences, planning meetings, and inter-agency discussions to support coordinated service delivery.

### **Governance, Compliance and Risk Management – 10%**

Ensures compliance with CYFSA, funding requirements, and organizational policies, including confidentiality, documentation, and reporting standards. Supports risk management by overseeing complex or high-risk cases, ensuring appropriate decision-making, and maintaining accountability in service delivery. Ensures that governance direction is implemented and reflected in program operations.

### **Planning, Reporting and Continuous Improvement – 10%**

Prepares reports, proposals, and program updates for leadership, funders, and governance. Monitors program outcomes, identifies service gaps, and supports evaluation activities to improve service delivery. Works collaboratively with internal departments, including Health and Social Services and Communications, to support community engagement, planning processes, and program development initiatives.

### **Qualifications**

#### **Education & Experience**

Degree in Social Work or a related human services field (MSW preferred)

Minimum Social Services Diploma with significant, progressively responsible experience in child welfare or family services. Minimum three (3) to four (4) years of leadership or supervisory experience within child welfare or related services. Strong knowledge of the Child, Youth and Family Services Act (CYFSA), child welfare systems, and court processes. Experience in policy development, program planning, and community-based service delivery. Experience working with First Nation communities and culturally grounded service approaches is a strong asset

#### **Certifications, Licences & Requirements**

Satisfactory Criminal Record Check including Vulnerable Sector Search, PSOD, and CAS check. Valid First Aid and CPR certification (or willingness to obtain. Valid Ontario Class G driver's licence and ability to travel as required and insurable. Ability to work flexible hours including evenings and weekends as required

#### **Physical and Sensory Demands**

Work involves meetings, case reviews, court attendance, and community engagement. The role requires sustained concentration, emotional resilience, and the ability to manage complex, sensitive, and high-risk situations while maintaining professionalism and sound judgment.

### **Work Environment**

Work is performed in office settings, community environments, homes, and court locations. The position requires regular interaction with families, staff, and external partners. Flexibility is required to respond to urgent matters, community needs, and program demands, including occasional evening and weekend work.

### **Health and Safety Statement**

Teme Augama Anishinabek is committed to providing and maintaining a safe and healthy work environment for all employees, members, and visitors. All employees are expected to work in compliance with applicable occupational health and safety legislation and adhere to organizational policies, procedures, and safe work practices. Employees must report hazards, follow safe work guidelines, and actively participate in maintaining a culture of safety in all aspects of their duties.

### **Employee Acknowledgement**

**Employee Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Supervisor Signature** \_\_\_\_\_ **Date** \_\_\_\_\_