



Family and Children's  
Services Niagara

Les Services à la famille  
et à l'enfance de Niagara

## Job Posting

### Service Director

**Employer:** Family and Children's Services Niagara

**Reporting to:** The Director of Child Welfare Services

**Location:** St. Catharines, Ontario

**Salary:** Competitive salary, benefits package and pension plan

#### WHO WE ARE

Family and Children's Services has been making a positive difference in the lives of children, youth, and families in Niagara for more than a century. As a multiservice agency providing child welfare services, fostering and adoption, counselling, and childcare, the team at FACS Niagara works to keep children safe and families strong.

#### POSITION SUMMARY

Reporting to the Director of Child Welfare Services, the Service Director is responsible for ensuring the provision of mandated services to children and families within the assigned service area in accordance with the prescribed guidelines and regulations of the Child, Youth and Family Services Act. The Service Director oversees the day-to-day operations of all activities of the assigned service area. The Service Director will provide leadership to service staff through the management of team supervisors.

#### KEY RESPONSIBILITIES

##### Service and Program Planning

- Participates in the development of the FACS service plan.
- Has input into the agency's strategic plan, as members of the management team.
- Plans for programs that will effectively and efficiently deliver the services outlined in the service plan.
- Monitors service levels and statistical data reports to adjust service planning as required.

##### Service Program Development, Implementation and Monitoring

- Implements the Service Plan ensuring the effective and efficient delivery of programs to children and families.
- Assists in the development of all necessary service models of care, policies, programs, and procedures that are in accordance with relevant legislation, the service plan, and best practices.
- Participates in the development of quality assurance measures for service provision.
- Implements recommendations and action plans emanating from internal and external reviews, MCFCS audits and provides periodic reporting on progress.
- Identifies improvements to programs through program review, evaluation, research, feedback on outcome measures and related sources.

- Ensures compliance with existing and new requirements and standards of the CYFSA and ministry regulations.
- Responds to client complaints and documents steps taken and conducts or assists in reviews as required and ensures follow-up on recommendations adopted by the agency.
- Ensures the accuracy and timeliness of client data provided to the agency's information system through direct service teams.
- Ensures appropriate distribution of tasks and workload to Supervisors to ensure the agency's mandate and needs of the clients are being served and in turn, monitors Supervisor's distribution of tasks and workload to their team.
- Oversees and supervises the Child Welfare Supervisors in the supervision of the service staff to ensure the legislation, regulations and policies of the Ministry and the agency are adhered to.
- Assists with the development/negotiation and updating of service protocols and agreements with all major organizations involved with the agency.
- Ensures staff are provided with opportunities to acquire skills necessary to keep ahead of changes in procedures and technology.
- Participates in program reviews, case audits and related activities to improve service quality and compliance with standards.
- Conducts case or files reviews of high profile, high risk or contentious cases as assigned.
- Participates in supervision with the Director of Child Welfare Services; keeps the Director of Child Welfare Services informed as to the current situation, participates with the Director of Child Welfare Services in problem solving and resource exploration; alerts the Director of Child Welfare Services to extraordinary case situations, client grievances and serious occurrences and assists in the management and resolution of such matters.
- Contributes to the resolution of issues associated with management of client information such as records and files.

### **Supervision/Leadership**

- Manages recruitment, performance evaluation, coaching, discipline, and termination where necessary ensuring accordance to Human Resources policy and within the context of the collective agreement.
- Oversees staff orientation, learning and development plans and ensures accordance to FACS policy, procedure, and guidelines.
- Manages the effective and efficient distribution and utilization of service area staff members based on the established productivity levels, program goals and guidelines that ensure continuity in the provision of necessary services and sufficient staff coverage.
- Provides leadership to all service area members and manages in a manner that motivates, guides, and directs employees in FACS values, objectives and performance expectations; maintains a work environment that expects fairness, consistency, respect and approachability while promoting staff participation, teamwork and positive employee relations.
- Leads regular service area meetings to set goals and monitor service area performance and engages the team in successful accomplishment of goals.
- Holds people accountable to standards of performance including conducting annual performance appraisals that support staff in establishing and attaining performance goals.
- Works in and ensures that staff work in a manner consistent with the requirements/regulations of the Occupational Health and Safety Act, and FACS policy and procedures.
- Manages attendance according to policy.

- Exemplifies and inspires behaviours, actions and attitudes that are consistent with FACS vision, mission, and values.
- Provides leadership for the operational success of the assigned service area and provides supportive leadership through periods of change.
- Provides advice on service, team or program issues and challenges to both senior management and/or FACS employees.
- Articulates and constantly monitors the efficiency and effectiveness of the service area to ensure the highest level of service is being provided.
- Reviews, assesses and/or recommends policy and programs that best meet the needs of the service area.
- Represents FACS in OACAS and joint CAS/community committees; participates on committees as required.
- At the request of the Director of Child Welfare Services, may serve as Acting Director of Child Welfare Services during the Director's planned absence.

### **Relationship Management**

- Represents FACS in conferences and meetings.
- Develops and maintains collaborative relationships both internally and externally to ensure the most effective services are provided.

### **Other Related Activities**

- Identifies budget requirements and manages department budget in accordance with identified needs, departmental priorities and strategic directions and priorities of FACS.
- Ensures own and program/staff expenditures adhere to FACS policies.
- Strives to meet or exceed all accountabilities and achieve continuous quality improvement and excellence in all activities and outcomes.
- Participates in mandatory learning/education to maintain and update skills and knowledge as required.
- Assists in the training and orientation of peers.
- Provides back up to other Service Directors during periods of vacation, illness, and other absences.
- Performs other duties as required.

### **EXPERIENCE AND EDUCATION**

- MSW required.
- Minimum 5 years experience in child welfare.
- Minimum 2 years experience in a supervisory role.
- Demonstrated outstanding competence as a front-line Child Protection Worker.
- Excellent knowledge of CAS programs and services.
- Excellent knowledge of legislation governing child welfare including CYFS Act and its regulations, Ministry standards, Children's Law Reform Act, Foster Care standards and investigation protocols.
- Excellent knowledge and experience in the application of casework theory and best practice and the ability to transmit this through training, coaching, and mentoring.
- Valid G Driver's License and access to a reliable motor vehicle with appropriate liability insurance is required.

## **SKILLS AND ABILITIES**

- Advanced ability to think analytically with attention to detail in important matters in the presence of frequent interruptions.
- Advanced ability to make decisions of sound judgment, often in crisis or emergency situations and to manage the crisis appropriately.
- Excellent planning, time-management, multi-tasking, and organizational skills
- Advanced written, oral communication and interpersonal skills providing articulate, constructive, meaningful, and timely interaction at all levels with the ability to make complex issues understandable.
- Advanced mentoring, coaching and communication skills to provide instructions and guidance to staff with respect to activities, challenges, and questions.
- Advanced dispute resolution and crisis management skills.
- Excellent understanding and commitment to quality service and best practice.
- Highly detail-oriented.
- Ability to deal with highly sensitive and personal information in a confidential manner, acts with integrity and trustworthiness.
- Excellent ability to work with and meet tight timelines.
- Ability to communicate in French or another language an asset.

## **EFFORTS AND WORKING CONDITIONS**

- Solid ability to use MS Office applications (e.g. Word, Excel, etc.).
- Excellent knowledge of effective planning, research, policy processes and evaluation techniques and proven ability to lead change and find creative solutions.
- Advanced critical thinking skills.
- Advanced ability to think analytically with attention to detail in important matters in the presence of frequent interruptions.
- Advanced ability to make decisions of sound judgment, often in crisis or emergency situations and to manage the crisis situation appropriately.
- Excellent planning, time-management, multi-tasking, and organizational skills.
- Advanced written, oral communication and interpersonal skills providing articulate, constructive, meaningful, and timely interaction at all levels with the ability to make complex issues understandable.
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If you are interested and would like to see the full job description for this role, please reach out to [shawna.mcelroy@facsnigara.on.ca](mailto:shawna.mcelroy@facsnigara.on.ca)

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

*Family and Children's Services Niagara is an equal opportunity employer committed to inclusive barrier free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated through this process.*