

**JOB TITLE:** SERVICE MANAGER

**POSITION DETAILS:** ONE PERMANENT POSITION

**PAY BAND:** \$83,968.80 - \$111,802.77 (2024-2025)

**FUNCTION AND RELATIONSHIP:**

Under the direction of the Director of Service, the Service Manager assumes administrative and clinical responsibility for the supervision of a team of child protection social workers and/or child and family support workers who provide ongoing child protection services and family services to service recipients within Oxford County. This position oversees the delivery of child welfare services that are child-centered and family-focused and adhere to the policies and practices of the Children's Aid Society of Oxford County, Ministry standards, and the Child Youth and Family Services Act. The incumbent will possess a solid understanding of the Signs of Safety practices.

**QUALIFICATIONS REQUIRED:**

- Successful completion of a Master's Degree in Social Work or equivalent
- Minimum of 5 years of child welfare experience preferred
- Proven Leadership qualities
- Proven knowledge and skills in the methods and techniques of clinical supervision and delivery of child welfare services to families and children
- High level of maturity, integrity, and interpersonal skills.
- Extensive knowledge of agency and community supports and services
- Strong communication and presentation skills and the ability to perform during periods of multiple demands
- Ability to understand, manage and take lead with complex cases
- Ability to thrive in ambiguity and complexity
- Strong bias for action, ability to work independently and strong critical thinking and negotiating skills
- Ability to relate positively and effectively with community professionals, agencies, and service providers.
- Excellent communication skills both verbally and in writing. Also, a high level of openness in communication.
- Ability to develop, coordinate, and provide training programs for staff, particularly in the area of effective team building and functioning.

The Children's Aid Society of Oxford County is committed to the values of equity, inclusion, and respect and is dedicated to building a workforce that reflects the diversity of the community in which we live and serve. The Agency accepts applications from all qualified individuals and encourages applications from equity-deserving groups.

We are committed to creating an accessible environment for all. If you are contacted to participate in the interview process, please let us know if you have any accommodation needs.

Apply with a cover letter and resume to Human Resources at: [hr@casoxford.on.ca](mailto:hr@casoxford.on.ca)