

JOB TITLE: SERVICE MANAGER

POSITION DETAILS: ONE PERMANENT POSITION

PAY BAND: \$88,708.18 - \$114,038.82 (2025 - 2026)

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. Child safety, well-being, and permanence are the focus. This position promotes Equity, Anti-Oppressive practice, and the incumbent will possess a solid understanding of the Signs of Safety practices and procedures that are being implemented at the Agency. This position is strengths-based and risk-aware. Community engagement and partnerships are a priority.

SPECIFIC DUTIES & RESPONSIBILITIES:

1. To provide effective and efficient management of the team. Provide clear direction, leadership and support to all employees on the team.
2. To provide mentoring, leadership, training, and clinical supervision for Unit staff on a regular, consistent basis. Take a proactive approach to implement the Agency's performance management process providing employees with ongoing coaching, feedback, and updates on meeting expectations.
3. To assume fiscal management responsibility for case-related expenses incurred by the Unit.
4. To ensure that Unit staff and activities comply with:
 - Child and Family Services Act;
 - Ministry Standards and Regulations;
 - Agency Policy and Procedures;
 - Ministry Policy and Procedures.
5. Active engagement in continuous learning. Uphold the culture of a continuous learning environment for the team through open dialogue, coaching, and participating in group learning opportunities.
6. Lead the team members in a timely response to all service requests and requirements. Ensure that service standards are consistently being met

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7. To ensure compliance with the requirements of the Ontario Risk Assessment Model and the principles of Signs of Safety.
 8. To ensure a systematic review of all Brief Services, case openings, service contracts with families and case terminations.
 9. To develop and maintain required Unit statistics, and complete monthly and annual reports on service volume and activities.
 10. To develop measurable outcomes and implementation plan for the Unit.
 11. To maintain positive relationships with community partners, including representation on various committees.
 12. To provide consultation to community partners related to referrals, risk assessment, and child abuse/neglect.
 13. To provide ongoing education, advocacy, and community development programs related to child welfare issues.
 14. Make sure the delivery of service is completed in a safe manner and exhibits good judgment and problem-solving skills. Ensure the Director of Services and Human Resources Department is apprised of any health and safety issues in the performance of their duties in a timely fashion.
 15. To attend meetings and training, and undertake other duties and responsibilities as directed by the Director of Service and Executive Director.

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
- Knowledge of community engagement and development
- Strong communication and presentation skills and the ability to perform during periods of multiple demands
- High tolerance for emotionally intensive work and cases
- Ability to understand, manage and take lead with complex cases
- Ability to thrive in ambiguity and complexity
- Proven ability to work collaboratively across the agency, within the child welfare sector, and with community partners
- Strong bias for action, ability to work independently and strong critical thinking and negotiating skills

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- Ability to relate positively and effectively with community professionals, agencies, and service providers.
 - High level of organizational skills.
 - 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.
 - High level of personal motivation and professional development.

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
The deadline for this posting is: May 2, 2025