



POSITION DESCRIPTION

Position: Supervisor, Family Supports

Program: Children and Family Services

Reports to: Director, Children and Adult Services

Schedule: 30 hours/week, Monday to Friday 9am-3:30pm

Position Overview:

The Children and Family Services Program believes that children thrive in a nurturing family and supportive community. Our goal is to strengthen the family's ability to raise their child by providing a variety of supports.

The Supervisor of Family Supports is responsible for overseeing the provision of supports provided to families by all members of the Family Services and Early Intervention Teams, which includes the Family Services Workers, Child and Youth Support Workers, Early Intervention Consultants and the Behaviour Consultant.

JOB SCOPE/RESPONSIBILITIES:

Key Job Challenges:

- Recruitment and retention of skilled employees.
- Dealing effectively with crisis.
- Assessing risks and acting accordingly

Key Contacts:

Internal: Director, Children and Adult Services, AS Supervisors, and Administrative staff.

External: FSCD Case Workers, Parent/Guardians, and the Community at large.

Roles and Responsibilities:

- To perform in a senior staff role overseeing the day to day operations of the Early Intervention and Family Services Programs by ensuring program effectiveness is maintained and required tasks are completed by all team members.
- Responsible for providing leadership, coaching and supervision to the Early Intervention Consultants, Behaviour Consultant, Family Services Workers, and approximately 50+ Child and Youth Support Workers.
- To report to the Director any notable successes, challenges or area of concern if there is a need for acknowledgement or attention.
- To ensure services provided are always appropriate, ethical and meets Transitions vision of service delivery.
- Deal effectively with crisis; assessing the risk and acting accordingly.
- Investigate serious matters, and address them immediately.

- To monitor and address any ongoing needs for the Early Intervention Consultants, Behaviour Consultant, Family Services Workers, and Child and Youth Support Workers.
- To interview and select capable and qualified staff for the position of Child and Youth Support Workers.
- Assist the Director, Children and Adult Services to interview and select capable and qualified Early Intervention Consultants, Behaviour Consultant, and Family Services Workers.
- To provide a thorough orientation to all Child and Youth Support Workers upon hire and ensure all required employment compliances are met prior to placement with a family.
- To gain a strong working knowledge of RISE – Time and Attendance payroll system.
- Approve hours worked for Family Services and Early Intervention employees, using RISE time and attendance system.
- Approve monthly expense forms, reconcile errors and submit to payroll within established timeframe.
- To keep the FS Employee Handbook current and in line with CET and OHS requirements as needed.
- To monitor staff job performance, and complete performance appraisals for the Early Intervention Consultants, Behaviour Consultant, FS office and front line employees at 6 months of employment for probationary staff and annually for all other staff. Additionally, annually review employee's job descriptions.
- To accompany Early Intervention and Family Services Team Members, and Child and Youth Support Workers while on shift prior to completing a performance appraisal.
- To identify office and front-line staff training needs and address recommendations with the Director.
- Review flagged FS Log Notes when needed and personally address any concerns identified by the Family Services Worker(s).
- Responsible for the coordination and overall success of the community based and fully inclusive Summer Day Camps; in collaboration with the Family Services Workers.
- Complete all required documentation ensuring all information is kept current and confidential.
- Participate as a contributing team member.
- Provide exceptional service in a timely and professional manner.
- Maintain a well organized work site.
- Assume other appropriately assigned responsibilities.
- To perform in a senior staff role when the Director is away by assuming additional responsibility in his/her absence.
- Support people to become Citizens by committing to the principles of building independence, self-sufficiency and community connections.
- Support people in being valued in the community.

Leadership Roles and Responsibilities:

- Be inspirational and embrace a culture toward a shared vision.
- Provide a learning environment for colleagues, staff, teams and the community.
- Cultivate collaborative working relationships based on open communication, trust and understanding.
- Support skill development for team members.

Qualifications/Knowledge/Skills/Abilities/Competencies:

- Diploma/Degree in Community Rehabilitation or a related field of study.
- Five years' experience in the Rehabilitation or Human Services Field.
- Experience in Leadership, Coaching and Supervision
- Experience working directly with children and families, preferably children with disabilities/developmental delays.
- Excellent interpersonal and communication skills.
- Ability to work effectively leading a team.
- Creative problem solving skills.
- Motivated, reliant and able to flex the work schedule when needed.
- Demonstrate exceptional organizational skills.
- Commitment to ongoing professional development.
- A clear Criminal Record Check and Intervention Record Check.
- Valid Drivers License and a reliable vehicle.
- Proficient with MS Office Applications.
- Qualifications:
 - Five years' experience in the Rehabilitation or Human Services Field.
 - Diploma or degree in related area (e.g. Disability Studies).
 - Expertise in a specialize area would be an asset (e.g. Behavioural Support, Person Centered Planning approaches, Accreditation, Community Building, First Aid and CPR, Medication Administration).
 - The ability to facilitate training sessions in the Rehabilitation field would be considered an asset.
 - Strong organizational, problem solving skills and interpersonal skills.
 - Must have a clear, current Criminal Record Check, which includes vulnerable sector.

Transitions is committed to providing a safe environment for all its employees and customers. Therefore, Transitions has implemented a COVID-19 Vaccination Policy. All new and existing employees, including contractors must be fully vaccinated against COVID-19 and provide a valid proof of vaccination. Employees who cannot be fully vaccinated on the basis of a protected legal grounds, may request an exemption. Please note that this policy applies to all employees, including new hires, contractors and subcontractors.

Closing date: January 24, 2022 or when a successful Applicant is chosen.