



Surrounded By Cedar Child and Family Services

Employment Opportunity

Team Leader

Purpose

The Team Leader reports to the Executive Director and is a vital component of the management team of Surrounded by Cedar. This position has the authority, accountability and responsibility to plan, develop, manage, coordinate and evaluate the delivery of integrated initiatives and services within the context of the interdisciplinary service team. The Team Leader is directly accountable for the quality of service to Aboriginal children and families accessing Surrounded by Cedar services and for setting and monitoring standards of practice. This position will provide direction leadership and support to staff within the SCCFS team for professional and integrated service delivery and must ensure adequate clinical support is provided as well as a broad range of staff training and development.

The Team Leader is expected to bring an Aboriginal cultural approach to the delivery of service and develop strong linkages with protocol partners, local and Island and BC Aboriginal communities as well as MCFD representatives at the service delivery level.

The Team Leader takes direct responsibility for ensuring case management practices meet required service levels and the Aboriginal Operational and Practice Standards and Indicators (AOPSI) standards.

Key Duties and Responsibilities:

- Ensures the delivery of delegated and non delegated child welfare services are coordinated, comprehensive and in keeping with the goals of a multidisciplinary approach.
- Ensures the development and implementation of CPOCs for all CIC's.
- Ensures the development and implementation of culturally appropriate services to Aboriginal children in care.
- Provides leadership and direction to both delegated and non delegated social work teams to create a well motivated team capable of providing and developing high standards of performance.
- Adherence to the Child, Family and Community Services Act (CFCSA) and Regulations, AOPSI standards and SCCFS and MCFD directives according to agency delegation level.
- Planning and implementing and managing the delivery of delegated child welfare and community support programs and services.
- Establish and/or implementing systems to monitor, review and evaluate standards of practice and effectiveness, efficiency and economy of programs and services within the context of the service delivery team.
- Provide support in the development of programs and services as well as infrastructure support required by the team.
- Preparing, allocating and controlling budgets assigned to the team level to ensure the most effective use of resources, and negotiates and/or approves case specific spending under RAP.
- Provides first step of appeal for clients who disagree with a worker's decision
- Adheres to Section 14 of the CFCSA - duty to report

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Supervision

- Provides direct support to the delegated and non delegated teams through regular clinical supervision of team members.
- Establishes and communicates performance expectations to team members and evaluates expectations annually or as indicated by performance.
- Supports the recruitment and development of all staff of Surrounded by Cedar
- Provides support to staff with regard to the intent of policy, Agency mandate, philosophy, Acts, Regulations and procedures.
- Provides role modeling of expected behaviours and attitudes.

Communication

- Works with local, Vancouver Island and Provincial Aboriginal communities, agencies, and representatives to ensure the development of culturally appropriate services.
- Interfaces with other personnel to ensure integration and coordination of overall services to urban Aboriginal children and families.
- Identifies trends, needs and issues, develops plans or recommendations for initiatives to address them and monitor and evaluate the effectiveness, appropriateness and adequacy of programs and policies at the local level.
- Provides input or recommendations to the Executive Director of existing or proposed programs, policies, procedures and systems.
- Assists the Executive Director in the development of long range goals for SCCFS.
- Makes recommendations to the Executive Director on the projected needs and adequacy of budgets for planning purposes.
- Attends committees, working groups, and councils as required or at the request of the Executive Director.
- Assists in the establishment and support required of the Aboriginal community advisory Councils and consultative processes to provide meaningful input into the evaluation, development and conduct of SCCFS Agency services by members of the community both individual and institutional.
- Liaises with other Aboriginal groups in the local area, municipal, regional, provincial, federal agencies.
- At the direction of the Executive Director, conduct public speaking engagements to enhance the profile of SCCFS within the community.
- Establishes relationships with community partners, provincial, federal and non-governmental agencies to enhance the delivery of services to the urban Aboriginal children and families seeking services.
- Assist the Aboriginal community to build on its inherent strengths to better serve the need of its members.
- Participates in the hiring process through the development of postings, panel participation and candidate selection.
- Establishes continuity through effective communication for any conflict that may arise from the SCCFS teams.

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Qualifications and Knowledge

Education and Training

- BSW; BA in Child & Youth Care or Med/MA Clinical Counseling/Psychology, having four years of delegated child welfare experience; or MSW plus three years related experience.
- At least 3-5 years Supervisory experience preferred.
- Must have or be eligible for Level C4 delegation under the CFCSA. Immediately eligible to receive delegation under the CFCSA without further training, experience or testing.

Knowledge

- In depth knowledge of child welfare best practice and family support principles.
- Excellent knowledge of the CFCSA and Regulations.
- Significant knowledge of Aboriginal people in British Columbia and child welfare and institutional impacts on Aboriginal families. Specifically, Guardianship, Resources & Child Protection.
- Strong knowledge of other Ministry Acts, legislation, AOPSI standards of practice, policies and procedures.
- General knowledge of Mental Health, Alcohol and Drug, and Youth Justice Services.
- Traditional and mainstream dispute resolution procedures and problem solving skills.

Skills and Abilities

- Provide clinical and casework supervision for individual staff and work teams effectively, fairly, consistently and in accordance with established human resource principles, policies, procedures and guidelines.
- Monitor, analyze and evaluate reports, audits, budgets and contracted services.
- Manage and administer the organization and structure of an urban Aboriginal delegated and non-delegated child welfare office under the direction of the Executive Director.
- Manage one's own and others fluctuating workload effectively, efficiently and independently, achieving results within acceptable time frames taking into consideration changing priorities and ensuring compliance with set standards.
- Ability to analyze issues and policies from an Aboriginal perspective.
- Ability to effectively represent SCCFS by communicating in an appropriate manner, both orally and in writing with internal and external individuals and groups to share information and reach agreement on issues.

Pursuant to section 41 of the BC Human Rights Code, preference may be given to applicants of Aboriginal Ancestry.

Please submit your resume and cover letter attention to:

Barb Cowan - Executive Director

Surrounded By Cedar Child and Family Services

#303- 3995 Quadra Street Victoria, BC V8X 1J8

Email: barb@sccfs.com FAX: (250) 383-2509

No Phone Calls Please, only those selected for interviews will be contacted

Closing Date: July 30, 2010