

INTERNAL/EXTERNAL JOB POSTING

Job Information

Job Title	Service Manager
Location	TBD (Any of FCSLLG office locations)
Reports to	Director of Service
Term	Full-Time, Permanent (vacancy)
Estimated Start Date	As soon as possible
Evaluation Salary Band	\$95,524 - \$113,717 (annual)
Type of Position	<input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Other:
Posting Date: August 27, 2025	Closing Date: September 19, 2025, at 4:30pm

All interested applicants should forward a current resume and covering letter to HR at; hr@fcsllg.ca quoting competition number: **COMP 2025-17**

We thank all external applicants for their interest in this position, however, only those selected for an interview will be contacted.

Family and Children's Services of Lanark, Leeds and Grenville is committed to building a diverse workforce representative of the communities we serve. We encourage and are pleased to consider applications from all qualified candidates, without regard to race, colour, citizenship, religion, sex, marital/family status, sexual orientation, gender identity, aboriginal status, age or disability.

Family and Children's Services of Lanark, Leeds and Grenville is committed to providing a barrier free workplace. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

Job Summary

The Service Manager is responsible for delivering and overseeing service that is equity-based, promoting diversity and inclusivity, to achieve positive and equitable outcomes for children, youth and families in Lanark, Leeds and Grenville.

The Service Manager guides and manages the delivery of child protection services in alignment with FCSLLG's vision, mission, values and overall strategic objectives. The Service Manager reports to the Director of Service and serves as a leader for FCSLLG.

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Key Tasks and Responsibilities

Functional Duties

- Understand and ensure compliance with the corporation's policies, procedures, programs, practices, guidelines, and work routines

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- Be aware of roles and responsibilities under the Ontario Occupational Health and Safety Act, Regulations, and the corporation's health and safety policies, and leads and performs duties in a manner that ensures safety at all times
- Develop, implement, measure, evaluate procedures, programs, practices, guidelines, work routines
- Implement, monitor, and evaluate an annual service and financial plan in alignment with the corporation's strategic direction
- Implement, monitor, and evaluate performance and financial indicators and adjust actions accordingly
- Identify, monitor, report on, and develop plans to mitigate risk
- Hire, orient, supervise, develop, evaluate, and terminate assigned team members
- Provide clinical supervision to team members and provide coverage to other teams as required
- Select and oversee external consultants, specialists, and other outside resources
- Participate and/or provide leadership to team meetings, staff meetings, training sessions
- Act as a liaison with community and provincial organizations as required
- Facilitate the integration of theoretical knowledge and research into practice, support the development of clinical knowledge and skill, and adjust nature and style of supervision in light of individual's strengths and needs, workload pressures and demands
- Partner to build a caring, committed and inclusive workplace
- Create a culture of engagement, knowledge sharing and collaboration that incorporates diverse views
- Support the organizational goals and objectives related to Equity, Diversity, and Inclusivity
- Meet or exceed accountabilities and achieve continuous quality improvement and excellence in all activities
- Oversee the operations of frontline child protection workers
- Undertake all other assigned duties as required

Relationship Duties

Demonstrate and effectively mentor/lead:

- Behaviours, actions and attitudes that are consistent with FCSLLG's vision, mission and values
- Respectful and accountable working relationships with key stakeholders, internal and external to FCSLLG
- Effective and professional behaviour that will create an environment to achieve organizational outcomes
- The ability to work within a constantly changing environment

Team Building/Interpersonal Duties

Demonstrate and effectively lead/mentor:

- Active participation and engagement in continuous learning activities
- Professional, respectful, collaborative working relationships which promote equity, diversity and inclusivity, among all internal and external stakeholders

Core Competencies

Background/Education/Experience

- Education: Master of Social Work or willingness and intent to obtain
- Minimum 5 years experience in Child Welfare
- Satisfactory Police Records Check
- Valid Driver's License and access to a reliable motor vehicle with business class liability insurance

Skills and Attributes

- Ability to identify systemic barriers to equity and anti-oppressive practices and apply this lens to your work
- Ability to demonstrate cultural competence and understand the impact of cultural difference on service delivery;

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- Knowledge, experience, and understanding of the culture, history and current oppressions experienced by marginalized groups
- Knowledge of First Nations, Inuit and Métis history, people and communities and a demonstrated ability to engage with the communities
- Strong understanding of First Nations, Inuit and Métis culture, heritage and traditions, and a commitment to developing the highest quality culturally appropriate service possible for the First Nations, Inuit and Métis families that we serve – understands own power and social location and impact of this
- Ability to understand and apply anti-colonial, anti-racist, anti-ableist, anti-cisgenderist, anti-ageist, anti-classist, anti-heterosexist lenses to social problems
- Understanding of the CYFSA, Signs of Safety, Anti-Opressive Practice and Strength-Based approach
- In-depth knowledge of child protection, including Child , Youth and Family Services Act, Ministry standards and directives and all related legislation relevant to the scope of the assigned functional requirement for this position
- Strong understanding and alignment of behaviours in support of the corporation's mission, vision, core values, and beliefs
- Knowledge and demonstrated ability to model and lead compliance with policy, procedures, programs, practices, guidelines, and work routines
- Demonstration of leadership skills in managing the changes and challenges inherent in the work and fostering an environment of learning and development
- Strong ability to collaborate and maintain positive partnerships with all relevant key stakeholders aimed at building strong, sustainable relationships and supporting constructive and creating problem resolution
- Demonstrate strong written and oral communication skills
- Computer aptitude and proficiency
- Demonstrated analytical analysis skills, with attention to fine detail
- Strong organizational skills; able to manage multiple responsibilities and prioritize tasks. Demonstrated organizational and time management skills with the ability to meet tight deadlines
- Ability to manage system changes and work independently with a high level of initiative and self-direction
- Demonstrated ability to maintain a high standard of privacy and confidentiality in the performance of duties
- Understanding of a broad corporate planning framework as a foundation for annual planning, budgeting and program activities
- Ability to create, monitor and meet performance and financial objectives
- Ability to analyze complex situations, identify problems and develop solutions

Efforts and Working Conditions

- Work is primarily performed at a desk in a normal office environment
- Occasional meetings with colleagues and other professionals outside of the office
- Long periods of sitting and computer/phone use with moderate visual demands such as reading
- Multi-task within a fast-paced, high-volume and demanding environment
- Required to listen to and reconcile multiple points of view being discussed/presented
- Frequent interruptions often dealing with critical issues
- Regular travel within the FCSLLG region, including trips to area satellite offices
- May be exposed to potentially hazardous environments including driving conditions, volatile situations and risks associated with a standard office
- Work in an on-call environment with occasional non-routine hours