

### Job Information

<b>Job Title</b>	Director of Service
<b>Business Unit / Function</b>	Senior Management
<b>Location</b>	All Office Locations <b>Location Type:</b> On site in office
<b>Reports to (Job Title)</b>	Executive Director
<b>Direct and Indirect Reports (Job Titles)</b>	Service Managers, Manager of Legal Services
<b>Evaluation Salary Band</b>	9
<b>Type of Position</b>	<input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Other:

### Job Summary

The Director of Service guides and manages the overall provision of child protection services in alignment with FCSLLG's vision, mission, values and overall strategic objectives. She/he/they must demonstrate strong leadership skills and the capacity to influence various stakeholders while acting in accordance with the highest professional standards of integrity and competence at all times.

The Director of Service is responsible for facilitating service that is equity-based, promoting diversity and inclusivity in order to achieve positive and equitable outcomes for children, youth and families in Lanark, Leeds and Grenville. This involves supporting the Executive Director and the Board of Directors on the Equity, Diversity, and Inclusivity journey.

The Director of Service reports to the Executive Director and serves as a senior leader for FCSLLG. The Director of Service position will act on behalf of the Executive Director in their absence.

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.

### Key Tasks and Responsibilities

#### Functional Duties

- Support the organizational goals and objectives related to Equity, Diversity, and Inclusivity
- Understand, facilitate and monitor compliance with the Child, Youth and Family Services Act, other relevant legislation, child welfare standards, corporation policies, procedures, programs, practices, guidelines, and work routines.
- 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, with attention mental health.
- Navigating the agency in a resource constrained environment;
- Develop and recommend for approval, implement, measure, and evaluate corporation policy in support of the responsibilities imposed by the Child, Youth and Family Services Act and the regulations enacted by the Ministry of Children, Community and Social Services (MCCSS), all other relevant legislation, and assigned functional requirements.

- Develop, implement, monitor, and evaluate an annual service and financial plan in alignment with the corporation's strategic direction.
- Ensure expenditure management within approved budget, reporting any variances in a timely manner
- Establish performance and financial indicators and adjust actions accordingly
- Identify, monitor, report on, and develop plans to mitigate risk.
- Recruit, hire, orient, supervise, develop, evaluate, and retain highly qualified people who represent diverse experiences and backgrounds.
- Terminate assigned management team members 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
- Evaluate service managers on identified competencies and objectives to ensure accountability
- Meet or exceed accountabilities and achieve continuous quality improvement and excellence in all activities
- Participate in Board of Directors meetings to provide verbal and written reports on key service activities in the organization
- Act on behalf of the Executive Director in their absence
- Undertake all other assigned duties as required
- Partner to build a caring, committed and inclusive workplace
- Create a culture of engagement, knowledge sharing and collaboration that incorporates diverse views

### Relationship Duties

Demonstrate and effectively mentor/lead:

- Behaviours, actions and attitudes that are consistent with FCSLLG's vision, mission and values
- Develop partnerships locally, regionally and provincially to create and sustain equitable outcomes for families, children and youth
- 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
- Communicate clearly and carry out decisions of senior management team to management team and employees in a timely manner

### Team Building/Interpersonal Duties

Demonstrate and effectively lead/mentor:

- Professional, respectful, collaborative working relationships that promotes diversity and inclusivity
- Active participation and engagement in continuous learning activities
- Professional standards of communications with all internal and external contacts

## Core Competencies

### Background/Education/Experience

- Education: Master of Social Work
- Minimum 5-7 years experience in Child Welfare
- Management experience in child welfare, program planning and administration
- Satisfactory Police Records Check
- Valid Driver's License, and access to a reliable motor vehicle with business class liability insurance
- Involvement in the Community

### Skills and Attributes

- Ability to identify systemic barriers to equity and anti-oppressive practices and apply this lens to your work

- 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
- 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-Oppressive Practice and Strength-Based approach
- Knowledge of all aspects of child protection, including Child, Youth and Family Services Act, Ministry standards and directives, and all related legislation relevant to the operations of the corporation
- Excellent 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
- Strong demonstration of leadership skills in managing the changes and challenges inherent in the work and fostering an environment of learning and development
- Excellent 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 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
- Ability to develop and maintain a broad corporate planning framework as a foundation for annual planning, budgeting and programming activities
- Established ability to create, monitor and meet performance and financial objectives
- Knowledge, experience and understanding of the culture, history and current oppressions experienced by First Nations, Inuit and Métis,, African Canadian and other marginalized persons in our community
- Understands own power and social location and impact of this

### Efforts and Working Conditions

- Work is primarily performed at a desk in a normal office environment
- Frequent 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
- Multiple role demands by a requirement to provide high quality work within time demands by many people
- Regular interruptions often dealing with critical issues
- Travel within and outside 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
- Can work non-routine hours; may be called into work in case of emergencies
- Ability to adapt to fluctuating and changing demands