



## Surrounded by Cedar Child & Family Services

### EMPLOYMENT OPPORTUNITY

#### TEAM LEADER, RESOURCES & SUPPORT SERVICES

<b>JOB TITLE:</b>	Team Leader, Resources & Support Services	<b>JOB STATUS:</b>	Full-Time, Permanent
<b>DEPARTMENT:</b>	Leadership	<b>REPORTS TO:</b>	Program Manager
<b>JOB SUMMARY:</b>	Under the supervision of the agency's Program Manager, the Team Leader, Resources & Support Services provides supervision, guidance and mentorship to the agency's Resources (C3 services) and Support Services teams.		

Located on the traditional territories of the Lkwungen People, Surrounded by Cedar Child & Family Services' (SCCFS) vision is to support the empowerment of the urban Indigenous community to continue the reclamation of traditional systems of caring for and protecting children so no child or youth will be placed into care. As an urban Delegated Indigenous Agency, SCCFS is committed to providing child welfare and support services that are rooted in strong cultural values and beliefs while ensuring urban Indigenous children and youth grow up connected to family, community and culture.

Surrounded by Cedar receives its delegation through the Provincial Director of Child Welfare, who gives the agency the authority to undertake administration of parts of the *Child, Family and Community Service Act (CFCSA)*. Under its current delegation agreement, Surrounded by Cedar can administer C4 services (Guardianship).

SCCFS strives to be a culturally safe employer, with a keen focus on Indigenous recruitment and retention. While working at the agency, employees will be involved in various cultural knowledge sharing opportunities, activities and ceremonies, while being actively engaged in urban Indigenous community events.

#### **Purpose:**

The Team Leader, Resources & Support Services is responsible for the supervision of a team of delegated Resource Social Workers and the agency's support service programs. Duties include providing direct clinical supervision and case consultation, tracking of key priorities, managing program budgets, responding to human resource issues, and completing regular performance evaluations. At various times, the Team Leader, Resources & Support Services may be required to provide direct service or coverage for other team leaders within the organization.

Results and detail oriented, the Team Leader ensures case management practices are current and meet required standards while providing leadership, support and professional development opportunities to the team. Collaboration is a pivotal part of this role, ensuring respectful and productive working relationships are established and maintained with caregivers, MCFD teams, and community partners.

In the spirit of partnership, the Team Leader, Resources & Support Services will liaise and participate on internal and external committees, as identified by the agency. The Team Leader demonstrates a solid understanding of the history of Indigenous peoples and a competency in establishing nurturing, positive relationships with Indigenous people and communities.

This position may involve exposure to volatile clients, family and/or community members as well as longer-term hazards from frequently working around volatile situations, complex trauma, and ongoing crisis.

#### **Key Duties and Responsibilities:**

- Ensure an Indigenous cultural approach to the delivery of service and develop strong linkages with protocol partners, local urban Indigenous and First Nations communities, as well as with MCFD representatives.
- Provide direct support and regular clinical supervision to a team of delegated social workers and support service staff.
- Establish and communicate performance expectations to team members and conduct probationary and annual performance evaluations.
- Support the ongoing professional development of each member of the team.
- Ensure the operational requirements of the agency are given utmost importance while managing team schedules.
- Facilitate regular team meetings that are focused on service excellence and Indigenous wise practice.
- Model excellent communication between program areas and the leadership team.
- Provide leadership and direction to the Resources & Support Service teams while creating a well-motivated team capable of providing and developing high standards of performance.
- Establish and/or implement systems to monitor, review and evaluate standards of practice, effectiveness and efficiency of programs and services.



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- Generate and monitor annual work plans based on the identified priorities of the team and the strategic direction of the agency.
- Oversee the complaint process and ensure clients receive adequate information and services.
- Adhere to the *Child, Family and Community Services Act (CFCSA)* and Regulations, AOPSI Standards, as well as SCCFS and MCFD directives according to the agency's delegation level.
- Supervise and approve SAFE Home Assessments and review and sign off on all annual reviews for foster homes.

#### Other Duties Include:

- Work with local, Vancouver Island and Provincial Indigenous communities, agencies, and representatives to ensure the development of culturally appropriate services while interfacing with other personnel to ensure integration and coordination of services to urban Indigenous children, youth and families.
- Identify trends, needs and issues, develop 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.
- Provide input or recommendations to the Program Manager of existing or proposed programs, policies, procedures and systems.
- Attend committees, working groups, and councils as required or at the request of the Program Manager.
- Establish relationships with community partners, provincial, federal and non-governmental agencies to enhance the delivery of services to the urban Indigenous children and families seeking services.
- Authorize and manage spending as per the financial policies of the agency, while ensuring fiscal accountability and spending oversight for all program areas.
- In collaboration with the Program Manager, seek out funding opportunities to support the growth and expansion of the agency's support service programs.
- Promote a healthy and holistic workplace culture that aligns with Indigenous values and worldviews while mentoring the vision, mission and mandate of the agency.
- Conduct, implement and evaluate planned change when required.

#### Knowledge, Skills and Abilities:

- Extensive knowledge of the history of Indigenous people within Canada and the resultant child welfare and institutional impacts on Indigenous families while demonstrating a strong ability to deliver, mentor and supervise culturally rooted, trauma informed child welfare practice.
- Excellent working knowledge and understanding of the BC *Child, Family and Community Services Act, Adoption Act*, Aboriginal Operational Practice Standards and Indicators (AOPSI), as well as other related legislation, standards and policies.
- Excellent organizational, planning time and general management skills with a demonstrated ability to work well under pressure in a fast-paced, high-stress work environment where priorities change frequently.
- Strong leadership and people management skills, with the ability to inspire, motivate, delegate and operate effectively in both structured and unstructured situations.
- Solid experience in developing, managing and monitoring program area budgets while contributing to the agency's strategic financial planning.
- Demonstrated experience in traditional and mainstream dispute resolution procedures.
- Excellent oral, written and listening skills, including report writing and oversight, data collection, and public presentation skills.
- Ability to develop good relationships with sister agencies, various levels of government, Nations, and others.
- Ability to process highly confidential and sensitive material with discretion.

#### Education, Training and Experience:

- Master of Social Work; Bachelor of Social Worker degree; or Bachelor of Arts, Child and Youth Care or Bachelor of Arts degree in related human services field.
- Have a minimum of five years' delegated experience and a minimum of two years' direct supervisory experience.
- Currently hold C4 delegation or be eligible for C4 delegation at the time of hire.
- Have completed SAFE supervisory training.
- An equivalent combination of education, training and experience may be considered.
- Able to work flexible hours including evenings/weekends and willing to travel on a consistent basis, at times on short notice.
- Preference may be given to candidates who have completed supervisory training.
- Valid class 5 driver's license, clean driver's abstract and safe, reliable vehicle.
- Must complete a favourable vulnerable sector criminal record check.



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***Preference will be given to applicants who self-identify as Indigenous as per Section 41 of the Human Rights Code.***

**Closing Date: June 7, 2019**

Your resume and cover letter which clearly outline how you meet the required qualifications for this position can be submitted via email to the attention of:

**Maren Gray, Executive Assistant**  
Email: [Maren@sccfs.com](mailto:Maren@sccfs.com)