



## JOB DESCRIPTION

<b>JOB TITLE</b>	Supervisor of Quality & Inclusion Support Services
<b>DEPARTMENT / PROGRAM AREA</b>	Children's Services
<b>REPORTING TO</b>	Director, Children's Services
<b>EFFECTIVE DATE</b>	July 1, 2025
<b>SALARY</b>	Band 6

### JOB SUMMARY

The Supervisor of Quality & Inclusion Support Services leads a team with a focus on continuous improvement, providing leadership, coaching, and supervision. By developing and managing effective policies and procedures, the Supervisor ensures excellent client service in compliance with the Children's Services mandate, ministry guidelines and the DNSSAB Strategic Plan.

The position liaises with clients, service providers, community partners, school boards, stakeholders, and Ministry representatives to support efficient service delivery and quality programs.

In collaboration with the Director, the Supervisor plans and integrates strategic initiatives for the development of the early learning and licensed child care sector. This role is responsible for the planning; implementation of quality and inclusion supports delivered to early learning and child care sectorial de throughout the Nipissing District.

### JOB DUTIES AND RESPONSIBILITIES

- Promotes the organization's strategic vision and direction through effective leadership and collaboration.
- Lead and supervise a diverse team, including recruitment, performance reviews, discipline, coaching, training and development.
- Develop career pathing and succession plans to support employees in achieving their career goals.
- Monitor direct reports to ensure compliance with policies, procedures, and legislation, ensuring effective, efficient, and high-quality services
- Supervise mandated programs, develop data, and apply quantitative benchmarks to assess performance and achieve outcomes.
- Develop and maintain strategic relationships with early learning and child care service providers, community, and school board partners.
- Support the development of policies, procedures, and guidelines in alignment with provincial and local priorities and best practices.

- Support with the reporting requirements to meet Ministry audit standards.
- Interpret relevant legislation, monitor service delivery, analyse impacts, and advise on changes affecting service delivery, client and staff needs, and budget.
- Provides guidance, expertise, analysis and advise to support service system management responsibilities and accountabilities as they related to the early learning and child care sector.
- Assist in the creation, execution, and assessment of the Children's Services Communication Strategy to align with departmental and strategic goals.
- Support with the planning, developing, and implementing early years and child care plans and reports.
- Support with monitoring outcomes and evaluating effectiveness of program and service to ensure service system outcome.
- Promote service system integration by collaborating with community partners, school boards, service providers, stakeholders, and DNSSAB employees.
- Participates with community tables, committees and project steering groups, as required.
- Provides employees and citizens accessing DNSSAB services, and external stakeholder's high levels of exceptional customer service that is consistent with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) – Accessible Customer Service Standard (Regulation 429/07).
- Ensures all requirements pertaining to French Language Services Act are met.
- **As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.**

## QUALIFICATIONS

- Successful completion of a college diploma or university degree in Early Childhood Education.
- Registered with the College of Early Childhood Education.
- Five years' experience working in the early learning and/or child care sector, including at least two years at the supervisory level.
- Experience with community-based service delivery, coaching, mentoring and consultation.
- Demonstrates comprehensive expertise in community-based programs and their referral processes.
- Experience working in a team-based environment with a visionary approach to quality outcomes and efficient delivery of a broad range of programs and services.
- Excellent knowledge of the Child Care and Early Years Act.
- Excellent oral, written and presentation skills with the ability to adapt communications to different audiences and mediums.
- Highly developed organizational and time management skills to ensure successful client service outcomes.
- Excellent team building, coaching/mentoring, collaboration and lateral leadership skills (i.e. persuasion, listening, cooperation, tact, diplomacy, problem solving, negotiation, internal consulting).
- Demonstrate and foster an innovative, positive and continuous improvement approach to team leadership.
- Engage in both independent and consultative decision-making so as to build consensus and move issues forward.
- Proficiency in desktop applications including working knowledge of Microsoft Office Suite applications (e.g., Word, Excel, Power Point, SharePoint, Lists, Forms, etc.)
- Proven ability to manage conflict and sound judgement to respond in crisis and emergency response situations.
- Demonstrate respect of the confidentiality of privileged and sensitive information and/or data.

- Comfortable working in non-standardized environments and outside regular business hours.
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy.
- Comfortable working in non-standardized environments and outside regular business hours.
- Ability to travel within the Nipissing District and neighbouring districts as required.
- Valid Ontario Driver's License and a vehicle available for use on the job.
- Bilingualism is considered an asset.

## STATEMENT OF MANAGEMENT DUTIES AND RESPONSIBILITIES IN DNSSAB

All management is responsible and accountable for:

- Commitment to the achievement of Quality Services and Healthy Workplace through DNSSAB's Strategic Plan and Direction.
- Planning through participation and input into strategic planning, developing operating and financial plans, monitoring plan progress, reporting on plan results and evaluating the effectiveness of planning activities.
- Effective and efficient management of financial and human resources.
- Developing and organizing work processes, assigning work to staff, monitoring progress on outputs and quality, identifying process and workflow issues and developing solutions to these problems to achieve efficient, effective, and quality services.
- Developing and implementing appropriate measurements for plans and workload productivity, analysing, and reporting on measures.
- Managing, Supervising Human Resources through recruitment and selection of staff, orientation, training, performance management, monitoring compliance with organization policies and standards, administration of Collective Agreement including grievance investigation and resolution.
- Internal and External Communication through written correspondence, reports and through oral presentations and meetings with staff and community.
- Maintain awareness of external and operational trends to identify impacts on DNSSAB mandates and programs.
- Effectively manage and safeguard Board assets both tangible and intangible.
- Be committed to the highest standards of ethics and business conduct.
- Promote and protect the good reputation of the organization.