

JOB DESCRIPTION

JOB TITLE	Supervisor of Children's Services
DEPARTMENT / PROGRAM AREA	Children's Services
REPORTING TO	Director of Children's Services
EFFECTIVE DATE	April 1, 2017
SALARY	

GENERAL PURPOSE

[Description of the purpose of the position, why does it exist what are key responsibilities?]

The Supervisor Children's Services provides leadership, coaching, mentoring and supervision to a team of direct client delivery staff with a focus on continuous improvement.

Through effective policy and procedure development and management, leads a team to achieve excellent client service in compliance with all aspects of the Children's Services mandate and the DNSSAB Strategic Plan.

The position liaises effectively with clients, early years child care service providers, community partners, planning tables, school boards, stakeholders and Ministry representatives in support of effective and efficient service delivery, quality programs and services, and provision of alternative resources.

The position participates in policy and procedure development in accordance with legislative directives and provides recommendations for service enhancements to achieve successful outcomes and solutions through collaboration, feedback and analysis.

KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section.]

1. Through sound leadership and collaboration promotes the strategic vision and direction for the organization;	
2. Working effectively as a member of the Children's Services team in the planning, developing, organizing and the delivery of programs and services to ensure services are effectively integrated to meet client needs, service providers other DNSSAB departments;	
3. Supervising and leading a team of staff with a variety of job functions employed in the administration and delivery of Child Care programs; managing includes recruitment, performance review, discipline, coaching/counselling, training and development;	
4. Collaboratively develop robust career pathing and succession plans for each direct report to ensure employees have the required support to achieve their career objectives;	
5. Monitor the work of all direct reports to ensure compliance with all policies, procedures and relevant legislation, as well as to ensure effective, efficient and high quality services;	
6. Developing policy and service enhancement recommendations in respect to the delivery of quality early years and child care programs and services.	
7. Interpreting relevant legislation as well as monitoring delivery, analysing and advising on the impact of changes, policies and procedures on service delivery, staff needs and department budget;	
8. Supports in the development and monitoring of budgets, contracts, service plans and program performance measurements to measure program effectiveness against legislative targets, guidelines and outcomes;	
9. Monitors and advises on the efficient and effective expenditure of budgeted funds and develop plans and recommendations for any one-time funding that may be received during a fiscal period;	
10. Monitors service delivery, investigates critical incidents and analyzes results to ensure compliance, program integrity and quality of services;	
11. Collaborates with the Management Team, Community Organizations, School Boards and Stakeholders in the development of service plans and the integration/coordination of services;	
12. Supervises mandated programs, develops data and applies quantitative benchmarks to assess performance and achieve required outcomes;	
13. Collaborates in the development and /or administers legal agreements for mandated programs to achieve required outcomes and meet Ministry Audit requirements;	

14. Monitors service delivery through data, reports, file reviews and fee subsidy audits in accordance with Ministry directives and DNSSAB policy for efficient quality services;	
15. Supports the development and oversight of processes to monitor the programs and services delivered by funded service providers for inclusion support and quality programs and services;	
16. Provides leadership in new initiatives and pilot projects to support high quality early years and child care program throughout the district.	
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

- Minimum of a Diploma in Early Childhood Education;
- Registered with the College of Early Childhood Education;
- Five years' experience delivering early and/or child care programs, including at least two years at the supervisory level;
- 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 knowledge of Children's Services guidelines and local policies as well as applicable access and privacy legislation;
- 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;
- Proven ability to manage conflict and sound judgement to respond in crisis and emergency response situations;
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy;
- Respect of confidentiality;
- 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, analyzing 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.

COMPENSABLE FACTORS

COMPLEXITY / JUDGMENT

[The decision-making aspects of the position, the variety and relative difficulty of the material or information upon which decisions are based and the use of knowledge and experience in making the decisions.]

Employee works towards assigned objectives.

EDUCATION AND SPECIFIC TRAINING

[The level of formalized knowledge required to satisfactorily fill the position – such knowledge is most commonly acquired as a result of time spent in schools, colleges and universities / today's levels and standards are utilized – Education and Work Experience are rated together.]

Two or three year college diploma.

EXPERIENCE

[The length of time required to learn, under instruction or guidance is measured along with the essential techniques and skills the job calls for / work experience is gained on the job under consideration, on prior jobs where the same or more elementary principles and techniques are used and on related jobs where the required body of knowledge can be built up – this is assuming the “incumbent” starts with the education level specified in the Education factor.]

5 years.

INDEPENDENCE OF ACTION

[Reflects the amount of direction and control received from either personal supervision or standard practices and precedents – also considers ingenuity, creativity and original thought required in the job.]

Plans and carries out details and of procedures and methods to attain objectives. Employee takes action in the straightforward application of policies or standards widely accepted within the occupation or profession.

RESULTS OF ERRORS

[Considers the extent of losses to the organization – such losses may result from mistakes occasioned by insufficiently considered decisions or judgements – only in lower level positions is consideration given to carelessness / results of errors is also used to evaluate responsibility for the safety of others.]

May cause inaccuracies in reports and records which affect activities based upon them.

CONTACTS

[Contacts refers to the relative importance to the organization of necessary personal relationships of the position holder to others / the contacts can be internal to the organization and external.]

Require appropriate tact to discuss problems.

CHARACTER OF SUPERVISION

[Considers the degree, kind and intricacies of supervisory responsibility – such responsibilities may involve direct functional direction as in “line” positions or advisory responsibilities as in “staff” relationships]

Gives direct supervision.

SCOPE OF SUPERVISION

[Appraises the size of the direct line responsibilities measured in total number of persons supervised.]

4 to 15 persons.

PHYSICAL DEMANDS

[Considers the degree and severity of exertion associated with the position.]

May require considerable visual attention and/or mental concentration. May involve awkward positions causing strain or fatigue. May require much walking over rough ground, climbing ladders etc.

WORKING CONDITIONS

[Evaluates the disagreeableness of the job environment from the employee’s standpoint – it includes the degree of health hazard and any aspects of necessary travel occasioned by the job.]

Mostly inside but with some little exposure to dirt, oil, noise, weather. Limited travelling – no overnight trips. No injury exposure.

THE FOREGOING IS AN ACCURATE DESCRIPTION OF THE POSITION

Director of Corporate Services:	
	Dated:
Chief Administrative Officer’s Signature:	
	Dated: