

## JOB DESCRIPTION

<b>JOB TITLE</b>	Supervisor of Employment and Client Outcomes
<b>DEPARTMENT / PROGRAM AREA</b>	Social Services (Ontario Works Program)
<b>REPORTING TO</b>	Manager, Employment and Client Outcomes
<b>EFFECTIVE DATE</b>	December 2019
<b>SALARY</b>	Band 6

### GENERAL PURPOSE

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

Under the direction of Social Services Management, provides leadership, coaching, mentoring and supervision to a team of direct client delivery staff working within the Ontario Works department with a focus on continuous improvement. Through effective policy and procedure development and management, leads a team to achieve excellent client service and employment outcomes in compliance with all aspects of the Ontario Works mandate and the DNSSAB Strategic Plan.

The position has decision making authority, supervises direct delivery functions, monitors the achievement of client outcomes and the delivery of financial supports and services under the Ontario Works program including the daily operations of front line client services staff and/or support staff for Social Services within DNSSAB.

The position liaises effectively with clients, service delivery partners, community partners, DNSSAB departments and staff in support of effective client service delivery, administration of legal agreements, contracts demonstrating strong fiscal management.

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 Social Services Management Team in the planning, organizing and delivery of Ontario Works programs and services to clients, service providers and other DNSSAB departments;
3. Supervising and leading a staff team with a variety of job functions employed in the administration and delivery of Ontario Works programs including recruitment, performance review, discipline, coaching/mentoring, orientation, training and development;
4. Developing policy and service enhancement recommendations for Social Services Senior Management in respect to income support, employment support, financial issuance processes, records management, and client service delivery policies;
5. Interpreting relevant legislation, legislative changes, analysing and advising Social Services Senior Management of impact on service delivery, processes and budget demonstrating strong fiscal management;
6. Supporting Social Services Senior Management in the development of program performance measurements to support budget requests and to measure program effectiveness against legislative targets, guidelines and outcomes;
7. Collaboratively develops robust career pathing and succession plans for each direct report to ensure employees have the required support to achieve their career objectives;
8. Providing input to Social Services Senior Management into the financial, administration and oversight of the Board approved budget and assisting with the efficient and effective expenditure of such funds along with any 1X funding that may be received during a fiscal period;
9. Monitoring service delivery quality assurance and identifying areas of potential risk and liability, through file reviews and data analysis to ensure compliance, program integrity and quality of services;
10. Administering legal agreements for mandated Ontario Works programs to achieve required outcomes directly related to clients (i.e. employment outcomes and other program related targets);
11. Monitoring all data and reports generated from all technology systems to ensure policies are being adhered to and to verify accuracy and thoroughness of data;
12. Writes, prepares and presents Briefing Notes and/or PowerPoint Presentations to the Social Services Senior Management Team and/or relevant Board committees.

**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

- Diploma or degree in Social Sciences, Human Services, Business Administration or its equivalent;
- Five years' experience delivering social service programs, including at least two years at the supervisory level, preferably with experience in the delivery of employment services;
- Excellent knowledge of Ontario Works legislation, directives, 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 (ie. 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;
- 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 generally towards board objectives, instructions and policies. Conditions dealt with change frequently. Employee develops solutions to problems from factual background and fundamental principles.

### **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 year 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 substantial delays in a phase of work. May cause serious results (beyond damage and waste) through late delivery, material shortage or service breakdown. May cause identifiable deterioration in customer, public or employee relations. May result in fatal or incapacitating injury to others.

## 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 skill in personal relationships to avoid loss of business or organization prestige to a significant extent. Required for the coordination of effort of important units of organization.

## 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:**