

POSITION		CLASSIFICATION	POSITION FOCUS
NiL TU,O Associate CSM		ACSM GRID 28 \$74,920 - \$85,553 (2021)	Family Strengthening
<b>A) REPORTING RELATIONSHIPS</b>			
1) <b>Supervisor:</b> Executive Director			
2) <b>Direct Reports:</b> Family Strengthening Program Field Staff			
<b>B) ACCOUNTABILITIES</b>		1) Describe the primary accountabilities for the position. (estimate % time for each) 2) Describe the activities required to support each primary accountability	
<b>50%</b>	<b>SUPERVISION AND MANAGEMENT DUTIES</b>		
<b>20%</b>	<b>STAFF SUPERVISION</b>		
	<b>Staff Supervision – Personnel Management:</b>	<b>Activities:</b> 1. Have a one on one meeting with each staff member on a bi-weekly basis to discuss work expectations, receive updates and address any staff specific issues. 2. Authorize and manage staff time and expenditures. 3. Monitor staff leaves of absence and address any absentee issues. 4. Provide the first level of response to resolving staff grievances. 5. Lead monthly team meetings to update staff regarding priorities within the Agency and changes to Agency policy. 6. Communicate expectations regarding job descriptions, work performance and program delivery objectives (taken from the NiL TU,O is Program Strategy). 7. Provide new employee probationary reviews with ongoing feedback 8. Conduct and document an annual employee performance evaluation. 9. Lead progressive disciplinary process (with support from HR technical resources) all the way through to employee suspension or termination if required. 10. Communicate with Union and ED during staff performance management cases.	
	<b>Staff Supervision – Program Performance Tracking</b>	<b>Activities:</b> 1. Establish performance objectives for accurate tracking of program delivery activity. 2. Have monthly tracking meetings with individual contractors / staff to review their program tracking documents and confirm if they are tracking activity accurately. 3. Conduct quarterly performance reviews on the programs they are delivering and provide feedback and direction as necessary. 4. Collaborate on interim solutions for programs that are underperforming (i.e. low utilization). 5. Link program delivery performance back to staff performance evaluations.	
	<b>Complaint Resolution:</b>	<b>Activities:</b> 1. Responds to community, client and stakeholder complaints as per policy and protocol. 2. Ensure all complaints are followed up and documented. 3. Attend and participate in conflict resolution process when required.	
<b>30%</b>	<b>RECRUITMENT &amp; TRAINING</b>		
	<b>Staff Recruitment</b>	<b>Activities:</b> 1. Identify staff needs to deliver NiL TU,O Family Strengthening Programs. 2. Develop Job Descriptions to support new positions. 3. Participate in Family Strengthening staff recruitment including: development of leads, review of resumes, interviewing candidates, and checking references. 4. Support the staff on boarding process including: Agency orientation, community orientation, establishing mentoring relationships, assignment of priorities, etc.	
	<b>Training &amp; Mentoring:</b>	<b>Activities:</b> 1. Ensure orientation and training of new staff members. 2. Identify training needs based on assessment of skills and experience. 3. Develop and implement staff training plans based on the Manager's performance evaluation and client / community feedback. 4. Provide training / mentoring to staff regarding culturally relevant and collaborative practice. 5. Ensure that staff participates in cultural training and events. 6. Monitor Regional delegation of Social Workers to ensure that their enrolment in delegation training, field study programs, and application for delegation are completed.	
<b>50%</b>	<b>PROGRAM STRATEGY DUTIES</b>		
<b>20%</b>	<b>PROGRAM DEVELOPMENT</b>		
	<b>South Island Service Mapping and Gap Identification</b>	<b>Activities:</b> 1. Work with NiL TU,O Management to agree on a definition of Family Strengthening Services. 2. Document all of the Family Strengthening Services delivered by other South Island Service providers to our Coast Salish First Nations (i.e. Ancillary Agencies, Hulitan, Friendship Ctr). 3. Document all of the Family Strengthening Services delivered by MCFD to our Coast Salish	

		<p>First Nations.</p> <ol style="list-style-type: none"> <li>Document all of the Family Strengthening Services delivered by each of our Coast Salish First Nations to their own community.</li> <li>Document all of the Family Strengthening Services delivered by NiL TU,O to our Coast Salish First Nations.</li> <li>Do a survey of each of our Coast Salish communities to confirm their service needs and what they consider are current service gaps.</li> <li>Develop a service map that identifies and assesses all of the Family Strengthening Services available, as well as, current service gaps for each or our Coast Salish First Nations.</li> <li>Present the updated service map to the NiL TU,O Management and Board annually.</li> </ol>
	<b>Evaluate NiL TU,O Programs</b>	<p><b>Activities:</b></p> <ol style="list-style-type: none"> <li>In collaboration with Management, lead the development of a process and criteria for evaluating and scoring each of the NiL TU,O Family Strengthening services annually.</li> <li>The evaluation process will include the following: <ul style="list-style-type: none"> <li>Survey of NiL TU,O management to assess each individual program</li> <li>Survey of clients that used the program.</li> <li>Data on utilization rates for each program.</li> <li>Confirmation of when the program was last redesigned.</li> </ul> </li> <li>Document the assessment of each program using multiple criteria and scoring.</li> <li>Present the program assessment to the NiL TU,O Management and Board annually.</li> </ol>
	<b>ISC and MCFD Funding Proposals</b>	<p><b>Activities:</b></p> <ol style="list-style-type: none"> <li>Assist Management with the development of ISC and MCFD proposals to request funding for Family Strengthening Programs.</li> <li>Interpret the approved ISC funding proposal as it relates to Family Strengthening funding.</li> <li>Interpret the approve MCFD contracts as it relates to Family Strengthening funding.</li> <li>Ensure that NiL TU,O programs are closely aligned with the expectations provided by ISC and MCFD in their funding documents.</li> </ol>
	<b>Develop Program Strategy</b>	<p><b>Activities:</b></p> <ol style="list-style-type: none"> <li>Provide a listing of all of the NiL TU,O Family Strengthening services using a standardized format that includes the following: <ul style="list-style-type: none"> <li>Title and description of the program.</li> <li>Projected utilization rates versus actual utilization rates.</li> <li>Conclusions from the program evaluation process.</li> <li>Provide a summary of results from the South Island Service Map and service gaps.</li> </ul> </li> <li>Provide recommendations that include the following: <ul style="list-style-type: none"> <li>Which programs will continue as normal.</li> <li>Which programs will be redesigned, and what changes will be made.</li> <li>Which programs will be dropped due to low utilization and evaluation scores.</li> <li>What new programs will be developed / provided, with a description of the program.</li> </ul> </li> <li>Develop goals for each program that will be provided in the subsequent year.</li> <li>Present the NiL TU,O Family Strengthening program strategy to Management and Board.</li> </ol>
	<b>Develop and or redesign Programs</b>	<p><b>Activities:</b></p> <ol style="list-style-type: none"> <li>Determine the resources required to develop and or redesign programs.</li> <li>Set clear objectives for the design of each program</li> <li>Proceed with the development and or redesign of programs.</li> <li>Confirm and acquire the contractor or staffing resources necessary to deliver the program.</li> <li>Develop materials required to communicate the program to the Agency and Community.</li> </ol>
<b>20%</b>	<b>PROGRAM IMPLEMENTATION</b>	
	<b>Promote NiL TU,O Program Awareness and Utilization</b>	<p><b>Activities:</b></p> <ol style="list-style-type: none"> <li>Develop a strategy for how each NiL TU,O Family Strengthening program will be promoted to our Coast Salish First Nations.</li> <li>Develop materials that may be used to distribute and present to communities.</li> <li>Set objectives for the NiL TU,O Family Strengthening staff to actively promote their program.</li> <li>Maintain a schedule for you to actively promote NiL TU,O Family Strengthening programs.</li> <li>Report back on promotion activity quarterly to the Management and Board.</li> </ol>
	<b>Program Delivery</b>	<p><b>Activities:</b></p> <ol style="list-style-type: none"> <li>Ensure there is required space, materials, staffing to deliver the program.</li> <li>Ensure the contractors / staff are adequately trained to deliver the program.</li> <li>Ensure contractors / staff have the process &amp; tools for tracking utilization &amp; client feedback.</li> <li>Schedule time to occasionally attend program delivery to observe and assess performance.</li> </ol>
	<b>Program Monitoring</b>	<p><b>Activities:</b></p> <ol style="list-style-type: none"> <li>Develop and maintain a tracking tool to track utilization and client feedback of every NiL TU,O Family Strengthening program on a monthly basis.</li> </ol>

		<ol style="list-style-type: none"> <li>2. Input the tracking results in the NIĒ TU,O file statistics tracking tool.</li> <li>3. Provide regular direction to the staff on utilization rates and client feedback with recommendations where necessary.</li> <li>4. Present updates on the status of each program on a quarterly basis to Management and Board.</li> </ol>
	<b>Quarterly Program Evaluations</b>	<b>Activities:</b> <ol style="list-style-type: none"> <li>1. Maintain evaluation criteria on a quarterly basis that will provide input to the annual evaluation process.</li> <li>2. Have quarterly meetings with each of your contractors / staff to discuss quarterly performance and any necessary changes for delivery.</li> <li>3. Report any significant performance issues to the NIĒ TU,O Management.</li> </ol>
	<b>Coast Salish Specific Initiatives</b>	<b>Activities:</b> <ol style="list-style-type: none"> <li>1. Interpret the ISC proposal pertaining to Coast Salish Specific Initiatives.</li> <li>2. Lead development of a process and tools for reviewing and tracking Cost Salish Specific Initiatives for Family Strengthening Programs.</li> <li>3. Provide education to First Nations regarding available ISC funding for First Nations initiatives and the criteria to be eligible for NIĒ TU,O funding.</li> <li>4. Administer the process for reviewing and tracking Coast Salish Specific Initiatives.</li> <li>5. Provide quarterly reports on activity and issues to the Management and Board.</li> </ol>
	<b>Vendor Contract Management</b>	<b>Activities:</b> <ol style="list-style-type: none"> <li>1. Oversee the development and negotiation of contracts with various contractors / vendors.</li> <li>2. Sign-off on payments ensuring that services have been provided according to contract requirements.</li> <li>3. Ensure contracts and service agreements meet policy and agency practice requirements.</li> <li>4. Monitor contractor performance and engage contractor when necessary to address performance issues.</li> </ol>
<b>20%</b>	<b>RELATIONSHIPS / REPORTING</b>	
	<b>First Nation Community Engagement:</b>	<b>Activities:</b> <ol style="list-style-type: none"> <li>1. In consultation with the Executive Director, meet with First Nations Leadership and Administration, and participate in Community events and ceremonies.</li> <li>2. Meets with First Nations Band Designate and administration staff to maintain sound relationships.</li> <li>3. Participate in Community Practice Circle meetings as requested by committee.</li> <li>4. Provide communication updates regarding NIĒ TU,O Family Strengthening Programs.</li> <li>5. Assist with development of First Nations Specific initiatives for Family Strengthening Programs.</li> <li>6. Track and report back on all First Nations Specific initiatives for Family Strengthening Programs.</li> </ol>
	<b>Service Provider Engagement:</b>	<b>Activities:</b> <ol style="list-style-type: none"> <li>1. Maintain an understanding of all community resources and agencies in the region.</li> <li>2. Co-ordinate services with MCFD and other service providers in the Region.</li> <li>3. Provide communication updates regarding Agency organization or service changes.</li> <li>4. Participate in community based service provider meetings as required.</li> </ol>
	<b>Reporting to Funders – (ISC and MCFD)</b>	<b>Activities:</b> <ol style="list-style-type: none"> <li>1. Maintain a sound understanding of Funder contract requirements (i.e. expected programs &amp; service deliverables, and reporting requirements).</li> <li>2. Track and report Agency statistics monthly (i.e. client statistics, direct service hours, etc.).</li> <li>3. Develop a quarterly report on Family Strengthening Programs (Utilization &amp; performance)</li> <li>4. Maintain report out on all statistical data required by Indigenous Services Canada and MCFD (semi – annually)</li> </ol>

<b>C) COMPETENCY REQUIREMENTS (HARD SKILLS)</b>	<i>1) Describe the (Hard Skill) competency requirements for this position (i.e. education, technical experience, technical skills, etc.</i>
<b>1) Education requirements:</b> <ul style="list-style-type: none"> <li>• MSW, BSW or BA child and Youth Care; or M.ED counseling/MA Clinical Psychology</li> <li>• 4 years experience in child and family welfare</li> <li>• An equivalent combination of education and experience may be considered</li> <li>• Candidates must either have or be eligible to immediately attain full delegation</li> </ul>	
<b>2) Technical skill requirements:</b> <ul style="list-style-type: none"> <li>• Computer literacy on MS word, Excel , MIS system, Unification</li> <li>• Ability to write detailed reports</li> <li>• Ability to track and manage financial expenditures</li> </ul>	
<b>3) Technical experience requirements:</b>	

- In-depth knowledge of AOPSI and agency’s policies, procedures, and practice manuals.
  - In depth knowledge of CFCS Act and other related legislation
  - Knowledge and appreciation of South Island First Nations culture and history
  - Experience in working with Aboriginal communities and aboriginal organizations mandated to provide health, counseling and child and family services
- 4) Other:**
- Valid Drivers license
  - Criminal Record Check
  - Willingness to travel for work related purposes

<b>D) COMPETENCY REQUIREMENTS (SOFT SKILLS)</b>	<i>1) Describe the (Soft Skill ) competency requirements for this position (i.e. management experience, written &amp; verbal communications, team experience)</i>
<p><b>1) Management &amp; Supervisory:</b></p> <ul style="list-style-type: none"> <li>• Ability to assume leadership position</li> <li>• Ability to develop strong working relationships with multi-professional groups, professionals, aboriginal communities, families and children.</li> <li>• Demonstrated ability to problem solve and complete multiple tasks in a fast paced environment</li> <li>• Ability to coordinate investigations, complete assessments and develop service plans</li> <li>• Ability to independently deliver direction efficiently</li> </ul> <p><b>2) Communications:</b></p> <ul style="list-style-type: none"> <li>• Excellent organizational skills and demonstrated effectiveness at time management</li> <li>• Demonstrated oral and written communication skills</li> <li>• Group facilitation skills</li> <li>• Demonstrated experience in conflict resolution</li> </ul> <p><b>3) Coast Salish Cultural Competencies</b></p> <ul style="list-style-type: none"> <li>• Knowledge and experience participating in South Island First Nations cultural activities.</li> <li>• In-depth understanding of appropriate protocol with Indigenous communities and organizations, particularly Coast Salish;</li> <li>• Lived experience as a member of an Indigenous community and/or substantial cultural competencies with lived experience of engaging in and maintaining intercultural affiliations</li> <li>• Practice rooted in social justice, Indigenous and anti-oppressive approaches to working with communities, families, and individuals</li> <li>• Knowledge of the intergenerational trauma that occurs as a result of colonization, including the impacts of the Indian Act, Residential Schools, Sixties Scoop, and other oppressive systems and structures</li> <li>• Indigenous cultural safety training or equivalent lived experience. Trauma informed practice education or experience would be an asset.</li> <li>• Knowledge of the Truth and Reconciliation Commission and its Calls to Action, The Royal Commission on Indigenous People, The Indian Act and the United Nations Declaration on the Rights of Indigenous Peoples.</li> </ul> <p><b>4) Teams:</b></p> <ul style="list-style-type: none"> <li>• Ability to conduct and administer team meetings</li> <li>• Demonstrated ability to facilitate and promote team building and positive team relationships.</li> <li>• Ability to maintain effective working relationships with all staff and colleagues.</li> </ul> <p><b>5) Other:</b></p> <ul style="list-style-type: none"> <li>• Ability to engage and facilitate community dialogues regarding services</li> <li>• Ability participate in South Island First Nations cultural activities</li> </ul>	

<b>E) PROFESSIONAL DEVELOPMENT</b>
Associate Community Service Manager is expected to actively participate in regular performance reviews/evaluation and the development of a professional develop plan.
Associate Community Service Manager will play an active role with Executive Director regarding development and implementation of a professional development plan for Family Strengthening Program Field Staff.
<b>F) CONFIDENTIALITY</b>
Associate Community Service Manager is expected to be familiar and comply with the expectations of confidentiality as outlined in the “Oath of Confidentiality”; Agency’s Operational and Human Resources Policy Manuals; and the Child & Family Community Services Act.

**ACKNOWLEDGEMENT AND CERTIFICATION**

*My signature below certifies that I have read, understood and accepted my job description. I will also familiarize with, and will adhere to the Human Resources and other Agency Policies and Procedures Manuals.*

\_\_\_\_\_  
**Employee signature**

\_\_\_\_\_  
Signed this \_\_\_\_ day of \_\_\_\_\_ 20\_\_.

\_\_\_\_\_  
**Supervisor signature**

\_\_\_\_\_  
Signed this \_\_\_\_ day of \_\_\_\_\_ 20\_\_.