



VANCOUVER ABORIGINAL CHILD & FAMILY SERVICES SOCIETY

JOB POSTING

Position:	Residential Resources Recruitment and Child Placement Team Leader
Status:	Permanent Full-time, \$69,466.75 to \$79,387.13
Hours of Work:	8:30 - 4:30 Monday to Friday; some evening, weekend and holiday work is required
Closing:	Open until filled
Union Position:	Delegated, Grid 28
Location:	3284 East Broadway, Vancouver BC

PURPOSE OF POSITION

Reporting to the Residential Resources Manager, the Team Leader is responsible for supervising the day-to-day activities of the Resources Recruitment team. The Supervisor has responsibility to plan, develop, manage, coordinate and evaluate the delivery of services. The Team Leader is directly accountable for the quality of service to clients and for setting and monitoring standards in a manner that is culturally sensitive to Aboriginal people. The Team Leader provides direct supervision and coaching to all workers in the Resources Recruitment team including vision, direction, guidance and leadership.

KEY DUTIES & RESPONSIBILITIES:

- **Goal Setting:** Facilitates the establishment of goals and objectives for the Resources Recruitment Team in recruitment of new care giver homes and retention of care giver homes. Creates and implements a written Recruitment Strategy and Recruitment Plan using best practice in the field of recruitment and VACFSS Inclusive Foster Care policy.
- **Develops a marketing strategy** involving public speaking engagements particularly within the Aboriginal Community, utilizing existing foster parents and community events. Identifies and increases contacts with existing and new community resources. Develops branding including development of brochures and posters for VACFSS foster care. Liaises with local foster parent associations and regional councils.
- **Budget:** Provides budgetary input and recommendations to the Manager on projected program needs. Plans, monitors and controls local budget and identifies and reports expected budget variances providing explanations and proposed resolutions.
- **Human Resources:** Assigns team members in accordance with Program objectives, safety considerations, labour relations guidelines, personnel compatibility and delivery of care projections. Prepares work schedules and assignments and partnerships in accordance with the above considerations.
- **Workload Management:** Ensures that cases are assigned to team members in an equitable manner giving consideration to worker experience and case complexity. Ensures AOPSI guidelines and VACFSS Policies and Procedures are adhered to when managing caseloads of team members.
- **Coaching:** Provides a crucial role in performance management by providing positive feedback to team members by reinforcing effective behaviour and providing corrective feedback for ineffective behaviour. Models desirable behaviour and values. Acts as a resource person to members by monitoring cases and providing clinical supervision.
- **Performance Management:** Identifies performance standards for team members, monitors individuals' performance, provides and solicits feedback and assists members in eliminating gaps in performance. Assists



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members in career planning by facilitating in – house training and job rotation within the Program. Completes Performance Appraisals on all team members in every calendar year. Ensures Social Workers are evaluated in their ability to integrate specific cultural aspects into their practice.

- **Motivation:** Creates an environment that is positive and encouraging and assists members to reconcile their personal goals with organizational goals.
- **Discipline:** Ensures discipline is maintained at the team level for agency regulations and legal requirements. Ensures agency protocol is followed when dealing with labour process. Ensures performance problems and issues are dealt with proactively using a progressive discipline approach with VACFSS policy, procedures and the Collective Agreement.
- **Administrative Controls:** Ensures administrative controls are in place to evaluate numerous functions including tracking service delivery work, budgets, authorized leaves, performance reviews and reconciliation accounting to ensure they fall within VACFSS and Program policies and guidelines. Ensures periodic audits are conducted to ensure objectives are met.
- **Client Complaint Resolution Process (CCRP):** Ensures that client complaints are dealt with as outlined in the VACFSS Policies and Procedures within timeframe and communication requirements.
- **Identifies ongoing training needs with individual staff to ensure they acquire the knowledge, skills and abilities necessary to work effectively. Integrates core training into practice. Provides mandatory training to team members on a monthly basis in the areas of VACFSS Policies and Procedures, Occupational Safety and Health procedures and practice. Encourages staff members to utilize their Staff Development annual allotment. Provides one-to-one training in the office. Hosts training and information sessions throughout the year to caregivers.**
- **Ensures that all staff who report to them are informed of OSH policies and procedures and updates from the JOSH and JJOSH Committees. Ensures that the work environment and workers are in compliance with applicable safety and health regulations. Ensures that OSH issues are a standing agenda item at all team meetings. Enforces safe worksite procedures.**
- **Ensures cases are assigned to the appropriate social workers. Reviews files with workers on a one-to-one basis and in a group setting. Ensures that the necessary resources are applied to each case. Tracks the progress of assigned cases through the use of the case management system.**
- **Ensures that services are delivered in accordance with VACFSS restorative approach to child welfare as outlined in the VACFSS Program Policies and Procedures. Ensures that community engagement is carried out in a culturally appropriate manner. Ensures that workers attend and integrate cultural training and awareness into everyday practice. Ensures that workers are evaluated in their ability to demonstrate culturally informed practice.**
- **Provides Restorative Supervision to Resources Social Workers to ensure that delivery of services are provided effectively within the framework of Restorative Practice and with an emphasis on enhancing therapeutic interventions for families under the care of VACFSS. This includes guiding and advising Social Workers.**



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- Clinical Supervision: Provides ongoing professional supervision and consultation with staff. Assists Social Workers, Supervisors and the Program Manager in contract negotiations with providers. Manages contracts with service providers and maintains records of compliance.
- Oversees the delegation process for new Social Workers as outlined in the VACFSS Policies and Procedures and AOPSI including: establishing and implementing a system for ensuring timely completion of field guides; monitoring the progress of new workers; and applying for delegation when appropriate
- Utilizes Aboriginal values and models of leadership which are entrenched in traditional Aboriginal leadership views (e.g. Siiyamints) to provide leadership to persons served, agency employees and others under their span of influence.
- The process of traditional problem solving utilizing collaboration and consensus in analyzing and developing appropriate solutions to problems, evaluating a course of action, reaching logical decisions and modifying decisions based on changing circumstances or information.
- Utilizes personal resources and organizational support resources such as Counsellor/Elder, EAP, Stress Reduction through Message therapy, CISM and culture to regulate their emotions to ensure a functional state.
- Ability to model cultural expression which involves a practical knowledge of cultural practices, their components, and protocols attached to each cultural practice. In exhibiting this competency the supervisor:



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QUALIFICATIONS

Education, Training and Experience:

- ◇ Master of Social Work (MSW) or a Master's degree in a related human services field; or
- ◇ Bachelor of Social Work (BSW); or
- ◇ Bachelor of Arts degree or a degree in a related human services; plus
- ◇ 5 years recent related experience in a delegated position; and
- ◇ C3 delegation required; C6 delegation to be provided
- ◇ Ability to work some evenings, weekends and holidays for special recruitment events in the community will be required

Job Skills and Abilities:

- ◇ Solid understanding of the Child, Family and Community Services Act
- ◇ Awareness of resources available to Aboriginal clients, and knowledge of the referral process
- ◇ Demonstrates the ability to maintain controlled emotional involvement in dealing with self and with others.
- ◇ Ability to form therapeutic relationships.
- ◇ Demonstrated ability to work from a trauma informed practice.
- ◇ Applies the process of traditional problem solving utilizing collaboration and consensus in analyzing and developing appropriate solutions to problems, evaluating a course of action, reaching decisions and modifying decisions based on changing circumstances or information.
- ◇ Strong interpersonal, organizational, and communication skills.
- ◇ Valid Class 5 driver's license and reliable vehicle.
- ◇ Computer skills for Microsoft Word and Outlook.

APPLICATION PROCESS:

Interested applicants may apply at www.vacfss.com or by using the following link: [Apply Online](#). We thank all candidates for their interest; however, only those selected for an interview will be contacted.

Preference may be given to qualified Aboriginal candidates per Section 41 of the Human Rights Code.