



Manager Social Programs

JOB DEFINITION WORKSHEET



Name: _____

Location: _____

Responsibility: Supervise Social Programs

Task	Standards & Deliverables	Targets / Expectations	Authority / Decision Level
1. Supervise the delivery of social programs	<ol style="list-style-type: none"> 1. Provide assistance and guidance in the performance of duties to ensure that all social services are available to residents 2. Maintain a current working knowledge of all program areas and their sources in legislation including: <ul style="list-style-type: none"> • Child protection • Community corrections • Aged and handicapped • Support services to families including violence prevention and counseling 3. Assign responsibilities for provision of services as required 4. Meet on a regular basis with staff members individually and in groups to discuss their activities 5. Review written materials prepared by staff members to ensure they conform to Region requirements 6. Conference cases which are particularly difficult to resolve 7. Seek out staff members opinions on interpretation and application of changes to legislation and policy and solicit, as appropriate, their assistance in writing new procedures 8. Ensure that all updates and relevant communications are received immediately by all satellite offices 		



Name: _____

Location: _____

Responsibility: Participate in management of Region operations

Task	Standards & Deliverables	Targets / Expectations	Authority / Decision Level
1. Recruit and orient new staff	1. Prepare a one year and two year staffing forecast 2. Assist in the attainment of employment equity an Nunavut HRD strategies by eliminating systemic barriers and promoting recruitment of members in target groups 3. Participate in the selection of staff members to fill vacancies 4. Ensure that new staff members receive adequate orientation to the duties of the position and the work environment in the North in general		



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Responsibility: Participate in management of Region operations

Task	Standards & Deliverables	Targets / Expectations	Authority / Decision Level
2. Manage and develops resources	3. Write and review job descriptions to reflect work responsibilities 4. Prepare job definitions and skill/competencies (professional, personal and management) 5. Encourage and counsel staff in personal and professional growth: <ul style="list-style-type: none"> ▪ clarifying career goals ▪ supply information about courses, seminars, conferences 6. Conduct informal and formal performance appraisals of direct subordinates 7. Review performance appraisals written by Supervisors, Social Programs 8. Authorize overtime, various types of leave, vacation leave and use of banked time 9. Identify and arrange for practicums for social work students 10. Arrange coverage for staff absences		



Name: _____ **Location:** _____ **Page 4 of 8**

Responsibility: Participate in management of Region operations

Task	Standards & Deliverables	Targets / Expectations	Authority / Decision Level
3. Team Building	1. Promote the fostering and development of strong team skills and abilities: <ul style="list-style-type: none"> • team spirit • a team approach to problem solving • delivery of quality services to clients • healthy exchange of ideas • good decision making • effective self assessment 2. Conduct staff meetings to disseminate information, interpret policies and procedures, problem solve, continuously improve and team build 3. Develop and maintain good working relationships with colleagues, professional and support staff		



Name: _____ **Location:** _____ **Page 5 of 8**

Responsibility: Participate in management of Region operations

Task	Standards & Deliverables	Targets / Expectations	Authority / Decision Level
4. Supervises the administration of social programs	1. Ensures the good administration of satellite offices: <ul style="list-style-type: none"> • Ensures that satellite offices are keeping files and case recordings • Develop budgets, tracking processes and audits • Establishes processes, then receives effective operational statistics from the satellite offices in order to make good management decisions • Ensures that all documents and reports are forwarded to the Region on time including monthly reports and extraordinary social developments in the community 2. Informs Executive Director, Health and Social Services of any social trends, significant issues or unusual cases for consultation 3. Performs other related duties as required		



Name: _____ **Location:** _____ **Page 6 of 8**

Responsibility: Maintains liaisons both within and outside of the Region

Task	Standards & Deliverables	Targets / Expectations	Authority / Decision Level
4. Establish a community and Regional presence	<ol style="list-style-type: none"> 1. Meet with and report regularly to Executive Director 2. Keep in contact by visits and telephone with Manager, Health Programs, community councils, and other community agencies to deal with community and regional social problems by sharing information and resources 3. Represent Region on assigned committees in a professional manner 4. Participate in co-operative ventures, initiatives and information sessions and provide leadership and co-ordination to assist in making Inter-agency initiatives work 5. Provide professional advice and participate in community and regional initiatives to develop ideas and solutions regarding social concerns 6. Maintain effective public relations and foster community awareness 		



Name: _____ **Location:** _____ **Page 7 of 8**

Responsibility: Participate in research and planning activities

Task	Standards & Deliverables	Targets / Expectations	Authority / Decision Level
1. Evaluate effectiveness of social programs	1. Evaluate the effectiveness of social service programs in communities 2. Solicit information from residents and community groups as to the effect of social programs and the need for new services 3. Prepare program proposals to provide services which effectively deal with social needs 4. Facilitate groups when requested in the pursuit of funding for programs which are identified by the group as a community need 5. Promote individual, family, community and regional responsibility for programming while taking into account the cultural needs of the residents 6. Monitor/evaluate service provision in Region owned or contracted facilities in the region		



Name: _____

Location: _____

Responsibility: Participate as a senior management team member

Task	Standards & Deliverables	Targets / Expectations	Authority / Decision Level
1. Assumes budget responsibilities	1. Participate in regional financial exercises 2. Develop budgets region wide and by satellite office 3. Work with finance to establish an effective tracking process to control budget expenditures and make decisions for re-allocations or investments 4. Ensure that all Social Services personnel are conforming with Financial and Personnel practices		
5. Take primeship for change initiatives and improvement projects	1. Have a good working knowledge of the Region's strategic plan and be aware of evolving trends, technologies, systems and practices that are planned 2. Make investment decisions on support systems and practices that compliment the long term change initiatives and new working environments 3. Assume primeship for one major change initiative 4. Assume a leadership role for the successful implementation of the co-location strategy 5. Replace Executive Director as required		