

Supervisor Social Programs

JOB DEFINITION WORKSHEET

Name:		Location:		Sheet # <u> 1 </u>	
Responsibility: <i>Supervises provision of Child Protection services</i>					
Task	Standards & Deliverables	Goal / Objective	Authority / Decision Level		
1. Administers or arranges for the provision of Child Protection services as stipulated in the Child & Family Services Act	<ol style="list-style-type: none"> 1. Ensures immediate response to complaints or requests for service concerning the protection of children and determine what actions or services are necessary 2. Administer the supervision of child protection services to ensure: <ul style="list-style-type: none"> • the children are not neglected • children are receiving adequate care in order to carry out the requirements/conditions specified the court and the Child & Family Services Act, or other arrangements • Plan of care 3. Ensure the provision or arrangement of other child protection services: <ul style="list-style-type: none"> • counseling activities with parents • arranging of home services • arrangements for receiving homes, group homes, foster homes • arrangements for care and treatment services 				

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Responsibility: <i>Supervises provision of Child Protection services</i>					
Task	Standards & Deliverables		Goal / Objective	Authority / Decision Level	
2. Secure and arranges for foster care and adoptions	<ol style="list-style-type: none"> 1. Administer the acquisition or purchase of goods and services to ensure that all the needs of children who are in the care and custody of a foster parent 2. Ensure the completion of documentation for applications for private/departmental adoptions 3. Ensure the delivery of a Public Relations plan/package to raise level of awareness and recruit perspective foster parents: <ul style="list-style-type: none"> • speak to groups • advertise • profile successful foster parent situations 4. Ensure the provision of support services to foster parents and biological families by: <ul style="list-style-type: none"> • filling in documentation • Home Studies • training • communications plans • mediation. 5. Ensure that all documentation, files, cross reference information and forms are completed and on appropriate file 				

Name:		Location:		Sheet # <u> 3 </u>	
Responsibility: <i>Ensures provision of support services to individuals and families</i>					
Task	Standards & Deliverables	Goal / Objective	Authority / Decision Level		
1. Provide relevant information and/or by introducing a client to a service	<ol style="list-style-type: none"> 1. Advocate for services on the clients behalf with individuals and other departments 2. Ensure clients are assisted with: <ul style="list-style-type: none"> • filling out government forms • payment for special needs of indigent clients • referral of family violence victims to appropriate support resources 				
2. Ensure intervention in crisis situations to provide immediate services to individuals/families in emergency situations	<ol style="list-style-type: none"> 1. Ensure the provision of <ul style="list-style-type: none"> • a risk assessment to ensure client’s safety • solution focused counseling • appropriate intervention to assist with family conflict • referral of appropriate clients to the Mental Health Worker • counseling for victims of domestic violence as to the cycle of violence and on how to formulate a safety plan for future incidents • other support services such as home care 				

Name:		Location:		Sheet # <u> 4 </u>	
Responsibility: <i>Ensures provision of support services to individuals and families</i>					
Task	Standards & Deliverables	Goal / Objective	Authority / Decision Level		
3. Provide support to the aged and the handicapped	<ol style="list-style-type: none"> 1. Assist in the care of the elderly/handicapped by: <ul style="list-style-type: none"> • facilitation of family meetings to develop respite plans for families caring for the chronically ill and dying • investigation of elder abuse allegations • working closely with mental health professionals to provide case management for complex cases • reference, monitoring and support of individuals in institutional care 2. Ensure the assessment of needs and the securing of financial resources to meet basic needs: <ul style="list-style-type: none"> • income support • special goods and services (non-insured) • in-home support • long term care • home care services • day care 3. Advocate for clients in the community 				

Name:		Location:		Sheet # <u> 5 </u>	
Responsibility: <i>Provides guidance and supervision to Community Social Services Workers</i>					
Task	Standards & Deliverables		Goal / Objective		Authority / Decision Level
1. Provide supervision	1. Supervise staff and the work by: <ul style="list-style-type: none"> • Have working knowledge of all programs and their sources of legislation and policy • Assign responsibility for the provision of services as required • Meet, on a regular basis, with staff members individually and in groups to discuss activities • Review written materials prepared by staff members to ensure they conform to Board requirements • Conference all cases that are difficult to resolve • 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 				

Name:		Location:		Sheet # __ 6 __	
Responsibility: <i>Provides guidance and supervision to Community Social Services Workers</i>					
Task	Standards & Deliverables		Goal / Objective		Authority / Decision Level
2. Develops resources	1. Develops staff by <ul style="list-style-type: none"> • Participates in the orientation, support and guidance of new CSSW's and support staff • Prepare job definitions and skill/competency (professional, personal and management) analyses for each staff member • Conduct informal and formal performance appraisals for each staff member • Assist staff in clarifying career goals and understanding Board's Training & Development program • Provide staff development through on and off site training opportunities • Attend and participate in training workshops, exercises, kits, in-service sessions and through mentoring • Conduct disciplinary interviews as required 				

Name:		Location:		Sheet # <u> 7 </u>	
Responsibility: <i>Provides guidance and supervision to Community Social Services Workers</i>					
Task	Standards & Deliverables	Goal / Objective	Authority / Decision Level		
3. Team Building	<ol style="list-style-type: none"> 1. Foster and develop 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, supervisors, professional and support staff 				

Name:		Location:		Sheet # __ 8 __	
Responsibility: <i>Administers the Board's satellite offices</i>					
Task	Standards & Deliverables		Goal / Objective	Authority / Decision Level	
1. Supervises the work program and provision of services	1. Ensures good administration: <ul style="list-style-type: none"> • Keeps own files and ensures that staff are keeping files and case recordings • Supervises the maintenance of equipment and ensures that telephones and mail are answered • Ensures that all documents and reports are forwarded to the Board on time including monthly work report and extraordinary social developments in the community • Maintains a budget and performs audits 2. Informs Manager, Social Programs of any social trends, significant issues or unusual cases for consultation 3. Performs other related duties as required (screening & interviewing)				

Name:	Location:	Sheet # <u> 9 </u>
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Responsibility: *Provides a liaison service at large in the community*

Task	Standards & Deliverables	Goal / Objective	Authority / Decision Level
1. Participates actively in community related issues and events	<ol style="list-style-type: none"> 1. Keep in contact by visits and telephone with RCMP, Supervisor, Health Programs, community councils, schools and other community agencies to deal with individual concerns and community social problems by sharing information and resources 2. Attend scheduled inter-agency meetings and participate in co-operative ventures, initiatives and information sessions and provide leadership and co-ordination to assist in making Inter-agency initiatives work 3. Provide professional advice and participate in community programs individuals and groups to develop ideas and solutions regarding community concerns 4. Represent the Board in a professional manner 		

Name:		Location:		Sheet # __ 10 __	
Responsibility: <i>Supervise the provision of support to Community Corrections</i>					
Task	Standards & Deliverables	Goal / Objective	Authority / Decision Level		
1. Administer and provide professional supervision of Young Offenders	<ol style="list-style-type: none"> 1. Ensure the provisions of probation services to assist the Youth Court in the rendering of dispositions 2. Assist children and parents in understanding and adhering to the limits of behaviors specified by the Youth Court in probation orders 3. Provide the information link between the custodial facility and family and/or community 4. Authorization to RCMP to detain a youth 				
2. Administer and provide professional supervision of Adult Offenders	<ol style="list-style-type: none"> 1. Ensure the at the request of the court, oral and written reports on social information respecting the offender 2. Ensure the provision of supervision of adult offenders on probation, on mandatory parole and on conditional sentencing disposition 5. Provide the information link between the custodial facility and family and/or community 3. Ensure the availability of counseling to newly released offenders to assist their re-integration 				