

1. IDENTIFICATION

Position No. 10-6838	Job Title Supervisor, Social Programs	Supervisor's Position Director, Health & Social Service Programs Pangnirtung	
Department Health & Social Services	Division/Region Baffin	Community Pond Inlet	Location Pond Inlet
Fin. Code:			

2. PURPOSE

<p>Main reason why the position exists, within what context and what the overall end result is.</p> <p>The positions exist to ensure effective leadership and management of community social workers responsible for the provision of a full range of essential social programs and services. Programs include child protection and family services. Delivery is governed by a series of Acts, such as the Child and Family Services Act, the Adoptions Act, Indigent Health Benefits (I.H.B.) and a variety of acts governing professionals as well by various professional and Departmental standards and legal procedures.</p> <p>The positions should provide an integrated system of programs and support which residents of the Baffin communities have confidence in, and which are delivered in a reliable and professional manner, and which enhance the social status of the population.</p> <p>This is a senior level practitioner position, which has responsibility for managing and providing direct supervision to social workers at various levels of qualification, experience and training and support staff.</p>
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3. SCOPE

Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?

The supervisor provides leadership, direction and support to social workers and administrative support staff.

The incumbent ensures compliance with professional standards, protocols and best practices and supports the enhancement of appropriate linkages with staff as well as allied agencies and community organizations. Program delivery occurs in the community of Pond Inlet and Arctic Bay, which has a combined population base of 2000+. Operating within a defined budget the incumbent is required to use sound judgement in allocating funds in the most appropriate manner. This position is vital to the community of Pond Inlet and Arctic Bay and the Department of Health & Social Services.

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers *why* the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.

Provides guidance and supervision to community social workers and clerical staff by:

Being knowledgeable of all program areas and their sources of legislation and policy
 Assigning responsibility for the provision of services as required
 Meeting staff members individually and in groups to discuss their activities on regular basis
 Reviewing written materials prepared by staff members to ensure they conform to requirements
 Conferencing cases which are particularly difficult to resolve
 Seeking out staff members' opinions on proposed changes to legislation, policies and procedures and ensuring appropriate persons are informed of these opinions
 Fostering a team approach to problem solving where appropriate
 Preparing performance appraisals as required and encouraging staff to develop professionally in areas requiring attention
 Ensuring casual time sheets are signed and submitted to H.R./Payroll for payment

Administers or arranges for the provision of Child Welfare services by:

Responding to complaints or request for service concerning the welfare of children by investigating the circumstances of a child and determining what further action or service is necessary
 Arranging for foster home services to provide short and long term care for children receiving

services or in the care and custody of the Director of Child and Family Services in approved homes

Supervising children to ensure that they are not being neglected and/or that they are receiving adequate care in order to carry the requirements/conditions specified by the Court, The Child and Family Services Act, or other agreements

Providing or purchasing good and services to ensure that all the needs of children who are receiving services are met

Ensuring completion of documentation for applications for private/departmental adoptions are completed to provide children with a permanent home under a new legal parent

Providing or arranging for the provision of other child welfare services or close supervision (counselling activities with parents, purchase of home support services, legal intervention, arrangements for receiving homes, groups home or care and treatment services)

Provide for or arranges support services to individuals and families by:

Providing relevant information and/or by introducing clients to a service which can offer an appropriate solution to an identified problem

Intervening in crisis situation to provide short term immediate services to individuals/families in emergency situation and participating in or arranging for the provision of other support services

Provides a liaison service at large in the community by:

Keeping in contact by visits and telephone with RCMP, community councils, school and other community services to deal with individual concerns and community social problems by sharing general information and resources

Acting as a facilitator with individuals and groups to develop ideas and take action on individual and community concerns

Meeting with and training community social service committees to understand programs and to assist them in assuming increased responsibility

Administers and arranges for the provision of community correctional services by:

Ensuring the provision of oral/social information respecting an offender at the request of the court

Ensuring the provision of probation services to assist the Youth Court in making sound dispositions and to assist children and parents to adhere to limits of behaviour specified by the Youth Court in probation orders

Ensuring the provision of supervision of offenders sentenced to period of probation, conditional sentences, mandatory supervision and parole

Ensuring that newly released offenders are counselled to help them make a satisfactory adjustment to community living

Providing or arranging for the provision of court reports, social information to the court regarding a client

Supervise or arrange for supervision of probationers, the conditionally sentenced and persons who have court imposed tasks to perform

Counselling or arranging for counselling services to the released offender

Administer Social Services to Aged and Handicapped by:

Ensuring the provision of counselling services to encourage families/relatives to assist in the care of the elderly/handicapped or assist senior citizens/handicapped persons to make appropriate living plans, resolve personal adjustment problems or cope with other difficulties
Ensuring that the elderly/handicapped secure necessary financial programs and other special goods/services to minimize the effect of a handicapping conditions

Participates in the department's management by:

Advising supervisor on budget issues
Preparing reports, file audits etc. on clients needs as a whole or as individuals
Monitoring and reporting upon social development issues designed to assist in the development of programming

Administers department files by:

Keeping or arranging for files as per program regulations
Making or assuring case recordings are made and entered
Making or following office procedures, maintaining equipment and arranging repairs
Assuring copies of documents are sent to the appropriate department head on a monthly basis

Supervises community social services workers by:

Being knowledgeable of all mandated programs areas and services and their courses in legislation policy
Assigning responsibility for the provision of services as required
Meeting with staff on issues, regularly
Reviewing written material produced by staff to ensure compliance with policies or regulations
Conferencing and advising workers on case management issues
Informing workers and support staff of managerial changes to processes
Producing worker performance appraisals as required

Participates in staffing training programs to develop professional competence.

5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.

Knowledge identifies the acquired information or concepts that relate to a specific discipline. *Skills* describe acquired measurable behaviors and may cover manual aspects required to do a job. *Abilities* describe natural talents or developed proficiencies required to do the job.

These requirements are in reference to the *job*, not the incumbent performing the job.

Knowledge of social services programs and policies
 Excellent written and oral communication skills
 Ability to work effectively in a cross-cultural setting
 Proven supervisory skills and experience
 Excellent organizational and time management skills
 Excellent counselling skills
 Computer experience – word processing
 Knowledge of various software packages
 Excellent interpersonal and conflict resolution skills
 Ability to maintain a high degree of confidentiality
 Crisis intervention skills
 Assessment and case planning skills
 Knowledge of local community is a desirable asset
 Ability to work in a team environment

The above skills are normally attained with completion of a Bachelor's Degree in Social Work with 3 years related experience to include proven supervisory experience or a Master's Degree with 1 year related experience to include proven supervisory experience. Experience to include assisting, assessing, interviewing, counselling, facilitating etc. The incumbent is required to keep up to date with current social work practices.

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).

The incumbent is expected to perform their duties with minimal supervision. This increases the stress level as in addition to the situation, one needs to be sure they are within policy and legislation.

The programs delivered and the workers who deliver them cause stress as the programs invariably deal with someone in a very unhealthy situation. Workers can become overly protective of their clients leading to the belief that rules are ok to be broken for a good cause.

The fact that once decisions are made based upon the information at hand at the time; additional

information may make the decision look wrong opening the worker or supervisor to criticism. Given the nature and confidentiality of our work neither can explain why decisions were made or what they were based upon.

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.

Much time is spent in a sitting position. There are occasional requirements for carrying a variety of equipment and materials.

Being on call over a sustained period leads to sleep disruption which effects how one feels. The daily tasks are daunting in this field and it is easy to feel physically drained at the end of the day.

Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.

Occasional travel required
Incumbent meets with clients in their homes etc.

Sensory Demands

Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgments to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details though one or more of the incumbents' senses.

The need to act and react with a clear mind is mandatory in this field.

The incumbent spends a fair amount of time consulting to determine needs and input. This requires excellent communication skills and facilitation skills and the ability to be open to innovative ideas. The incumbent spends time at a computer writing, reviewing materials conducting research and communicating with staff, which can result in eyestrain and other physical discomforts.

Given the amount of reading and production of written material associated with the profession, mental fatigue is unavoidable.

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Mental Demands

<p>Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.</p> <p>The incumbent is exposed to tight deadlines and a large workload with competing priorities and demands. Dealing with various clients requires creativity, tact and diplomacy. The incumbent is expected to work irregular hours or long hours and work on weekends, which can often place a high degree of stress on the incumbent’s family situation. The incumbent will manage programs that often face public scrutiny.</p> <p>It is difficult to remove a child from their parents unless one is absolutely sure of the facts. Stress is always present in this environment and only increases with parental hostility.</p>

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7. CERTIFICATION

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date:	_____ Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Deputy Head Signature	
_____ Date	
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

8. ORGANIZATION CHART

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.