

 Algoma Family Services SERVICES AUX FAMILLES D'ALGOMA	Job Description #	6001
	Date Issued:	November 6, 2015
	Date Revised:	November 1, 2022
<u>Job Description</u> Director of Services		Job Description Approval  Chief Executive Officer

POSITION TITLE:

Director of Services

REPORTING TO:

Chief Executive Officer

JOB SUMMARY:

Reporting to the CEO, the Director of Services is responsible for overseeing the delivery of services to the children, youth, families and adults that we serve. This responsibility includes: monitoring access and wait times; reporting to Senior Leadership, Board of Directors, and funders; evaluating outcomes and impact of service; identifying opportunities for efficiencies, improving access and reducing wait times; addressing service gaps and working collaboratively with our partners to create an inclusive, integrated, responsive, and effective service system.

As a member of the AFS Senior Leadership Team, the Director of Services plays a crucial role in promoting our culture of care through the modelling of our organizational values and delivering on our mission, vision, and strategic objectives. The role is strategic and hands-on, implementing system and process improvements that support the organization's growth and change strategy. The Director of Services will act as the Leadership Team's trusted advisor and subject matter expert regarding Service and Clinical matters. Extraordinarily committed, the Director will also promote inclusive and culturally sensitive services from a client-centred, strength-based, trauma-informed, and solution-focused approach within an anti-oppressive practice context.

The Director of Services will work closely with the CEO and be designated to act on behalf of the CEO in their absence and/or upon request.

QUALIFICATIONS:

- Doctorate or Master's degree in Social Work, Counselling or Psychology.
- Registration with the College of Social Work, Psychology or Psychotherapy.
- A minimum of five years clinical experience in a leadership role specific to mental health and addiction services, preferably, in children's mental health.
- A winning and driven attitude with an innovation mindset.
- Measured flexibility with a high degree of emotional intelligence.
- A Servant Leadership approach.
- Advanced critical thinking skills, including excellent dispute resolution and crisis management skills.
- Superior written and verbal communication skills.

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- Strong, clinical, innovative leadership as demonstrated through projects, programs, and practices.
- Commitment to continuous learning.
- Superior knowledge of the relevant policy framework and legislation related to all AFS clinical programs.
- Committed to collaborative work as evidenced in the lead of projects, committees and programs.
- Business acumen concerning budget management and financial oversight.
- Superior labour relationship and complaint management skills.
- Highly organized.
- Superior written and verbal communication skills to establish and maintain effective and respectful communication with Agency staff, the Union, the Board of Directors, colleagues and the community.
- Proficient with technology and software such as MS Office Suite.
- Background in statistical analysis and research methodology.
- A satisfactory criminal records check, including a vulnerable person's record check.
- Valid driver's license and access to a reliable vehicle.
- Ability to communicate in both official languages (English/French) is an asset.
- Full COVID-19 vaccination required.

DUTIES & RESPONSIBILITIES:

1. Maintain the confidentiality and privacy of staff, clients and their information at all times as per agency policies and procedures.
 - a. Conduct investigations into privacy breaches, implement new practices, and communicate changes in practice with the organization.
2. Oversee privacy matters and information sharing practices as the designated Privacy Officer.
 - a. Report all breaches to the CEO and implement direction/recommendations as required.
3. Carry out and ensure our commitments in the Collective Agreement are met.
 - a. Maintain with the Leadership team a running log of articles to be addressed in bargaining.
 - b. Participate on the AFS Bargaining Team.
 - c. Resolve staff complaints and grievances.
4. Develop, maintain and evaluate in collaboration with the Leadership Team, ensuring annual service plans are completed and aligned with the organization's strategic direction/priorities.

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- a. Role up service plans to develop in collaboration with the CEO the annual AFS Operational Plan.
 - i. Provide an analysis/evaluation of the plan and capture our performance in the annual report, as well as, the summary section of the operational plan previous year.
 - b. Take the lead role in the completion of the annual report.
- 5. Create, promote, maintain and grow an inclusive work environment where AFS employees feel respected, valued, acknowledged, and appreciated.
 - a. Serve as champion for our culture of caring.
 - b. Oversee the development and execution of the AFS diversity, equity, and inclusion strategy.
 - i. Work in collaboration with the AFS DEI Committee.
 - c. Visit the District staff at a minimum two times a year.
 - d. Visit Sault Ste. Marie offices at a minimum monthly.
 - e. Participate and lead as required AFS All Staff Meetings and the Employee-Employer Relations Committee.
 - f. Work with HR, Social, and Wellness Committees to ensure a responsive and relevant staff recognition program.
 - g. Work with HR and the Algoma Response Team to evolve and evaluate the AFS Peer Support Program.
- 6. Create a safe, welcoming, and therapeutic service space for our marginalized, vulnerable, and high-risk clients, specifically the Indigenous, LGBTQ2S+, neuro-diverse needs, and newcomers.
 - a. Participate in community committees to advance access to services for these groups.
 - b. Champion AFS efforts to address the Truth and Reconciliation calls to action.
 - c. Implement relevant recommendations from Inquests pertinent to our work.
 - d. Work closely in the co-creation of services or feedback on services with the AFS Youth and Family Advisory Committee
- 7. Collaborate with HR and the Leadership team to create, promote, maintain and grow a learning environment.
 - a. Establish an annual training plan.
 - b. Analyze and assess effectiveness of the previous year training plan.
 - c. Ensure maximization of our training resources, and work with community partners to extend our training capacity.
 - i. Co-develop and cost share training opportunities.

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- d. Ensure training opportunities are balanced across services, and impact on services is not substantial.
- 8. Recruit, orientate, and train direct reports as required.
 - a. Provide growth-oriented monthly supervision, at a minimum, to managers, supervisors and other assigned staff utilizing a strengths-based approach.
 - b. Complete annual performance appraisals on direct reports.
 - c. Complete timesheet authorizations for direct reports.
 - d. Manage time off requests to ensure adequate service coverage.
- 9. Collaborate with the Leadership Team and Financial and Systems Analyst to develop systems, processes, and programs to establish key performance indicators, the measurement of these indicators and to report on these indicators at leadership, all staff, and board meetings concerning clinical service areas.
 - a. Review monthly services report with the Leadership Team and provide report to the AFS Board Services and Advocacy Committee.
 - b. Adapt services and practices accordingly based on the data analysis, micro and macro environmental factors, such as a pandemic.
- 10. Provide advice and guidance to the Leadership Team and staff on adopting clinical practices and trends based on evidence informed practices.
 - a. Position AFS to lead in the creation of evidenced informed practices working in collaboration with the Mental Health and Addictions Centre of Excellence, Children's Mental Health Ontario, Addictions and Mental Health Ontario, and Family Services Ontario, in addition to the Child and Youth Mental Health Lead Agency Consortium.
 - b. Attend and participate in training and conferences to be informed of leading practices.
 - c. Stay abreast of leading research, changes in relevant legislation and updates to regulations.
 - i. Serve as the agency subject matter expert in any changes in legislation and regulation that will impact service, and work with the Leadership Team to incorporate and communicate the changes with staff utilizing a change management approach.
- 11. Work with the Leadership Team to ensure all required service policies and procedures are in compliance with, legislation, principles of equity and anti-oppressive practice.
 - a. Review and amend policies and procedures in a structured cycle to ensure, all are reviewed every three years.
 - b. Adapt or create policies and procedures as needed.

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12. Oversee the development and execution of partnership agreements and contracts with our various consultants.
 - a. Evaluate contracts quarterly for Psychology Assessors and Psychiatrists.
 - b. Evaluate annually contracts for the School Boards, the Garden River Wellness Centre, Youth Wellness Hubs Ontario, EAP contracts, etc.
13. In collaboration with the Director of Finance, develop and maintain budgets for AFS service areas consulting with the Leadership Team.
 - a. Operate services within the allocated budget.
 - b. Ensure AFS resources are fully maximized in the form of no significant surpluses or deficits.
 - c. Review the services and expenditure list to ensure timely approvals of requests.
14. Collaborate with HR and the Leadership Team in the execution of student placements, internships and practicums.
 - a. Serve as the primary liaison with the schools.
15. Complete required internal and external reports, documents, and surveys for funders, ministries, associations and partners.
 - a. Complete serious occurrence reporting within the required timeframe and notify CEO.
 - i. Complete any follow-up request from the Ministry.
 - ii. Complete a monthly analysis of Serious Occurrences noting any unique trends or areas for development.
 - iii. Report findings to CEO, and to the Board Services and Advocacy Committee.
 - b. Review and approve all funding reports and verify service statistics with the Financial Analyst.
 - i. Assist with the completion of service and financial variance explanations.
 - c. Assist in or lead grant or business applications that support or expand AFS services with community partners.
 - d. Complete service/partnership protocols with community partners as required.
 - i. Review protocols/service contracts annually and before renewal.
16. Oversee and enhance the quality culture at AFS working with the Manager of Service Integration and Transitions, as well as, the Manager of Community Services and Strategic Initiatives on Accreditation, complaint management, and program evaluation.

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- a. Ensure all complaints are responded to within 24 hours.
 - b. Maintain a complaint tracking program, with analysis on resolution and resolution times.
- 17. Develop and monitor risk management and succession plans as related to areas of responsibility and in collaboration with the Senior Leadership Team.
 - a. Review plans annually and adapt as required.
- 18. Participate on internal and external committees as required to promote the mission and vision of AFS, for example:
 - a. The local children's services system Directors group.
 - b. The Child and Youth Mental Health Northern Directors group.
 - c. The Family Services Northern Directors Group.
 - d. The VAW Local System Services Planning Table Meetings
 - e. The Mental Health and Addictions Local Planning Table Meetings
 - f. Algoma Ontario Health Team meetings as required.
 - g. Co-Lead the Algoma's Coordinated Children's System Resolution Committee
 - h. The Single Session Walk-in Consortium Meetings
 - i. The Community Wellness Buss Meetings
 - j. Lead AFS Service Delivery Team Meetings at a minimum quarterly.
- 19. Oversee and manage a customer relationship management program to ensure high-quality services and prompt and effective complaint resolution.
 - a. Direct Supervision of the Manager of Service Integration and Transitions.
 - b. Work with Community Partners to resolve any service issues/challenges.
 - c. Directly communicate with a client with a concern.
 - d. Manage internal disagreements/disputes effectively in a manner that strengthens our services.
- 20. Be the primary designate to act for the CEO as requested and/or during absences.
 - a. Report/consult/advise with Ministry Program Supervisors and/or the AFS Board President as required.
- 21. Promote a culture of caring, collaborating, integration, flexibility, innovation and respect.
 - a. Lead by example utilizing a servant leadership approach.