
 Algoma Family Services SERVICES AUX FAMILLES D'ALGOMA	Job Description #	6054
	JD SECTION	
	Manager, Community Services	
	Date Issued:	July 8, 2025
	Date Revised:	
<u>JOB DESCRIPTION</u> Manager, Community Services		Approval  Chief Executive Officer

POSITION TITLE: Manager, Community Services

TEAM: Community Services

REPORTING TO: Director, Community Services and Strategic Initiatives

WORKTYPE: In-person

JOB SUMMARY:

The Manager of Community Services is a key leadership role responsible for the strategic and operational oversight of Algoma Family Services' (AFS) community-based programs, including the Live-in Treatment Program, Algoma Youth Wellness Hub, Parental Model Home, Supportive Housing Program, and Therapeutic Foster Homes. Reporting to the Director of Community Services and Strategic Initiatives, the Manager leads program development, ensures regulatory compliance, manages budgets with a strong focus on financial accountability, and supervises program Supervisors. This role is central to fostering a culture of excellence, safety, and inclusivity while delivering high-quality care to youth with complex mental health and behavioural needs.

As a member of the AFS Leadership Team, the Manager is accountable for service planning, licensing compliance, and adherence to all relevant legislation and AFS policies. The Manager plays a vital role in modelling AFS's organizational values and cultivating a workplace culture where staff feel Valued, Inspired, Supported, and Heard (VISH). This includes promoting staff well-being, recognizing contributions, and encouraging professional growth. The role also includes oversight of incident and serious occurrence reporting and supports a strength-based, solution-focused, client-centered, trauma-informed, and anti-oppressive approach to care, while advancing AFS's mission, vision, and strategic objectives.

QUALIFICATIONS:

- Master's degree in the Social Sciences with a minimum of two years' managerial experience with live-in care/treatment programs (preferably in a unionized environment).

- **Demonstrated Experience and Competencies:**

- Proven leadership in managing programs that serve children and youth with high-risk, complex mental health and/or substance use disorders, including those with neuro-diverse developmental needs such as FASD or ASD.
- Experience overseeing the recruitment, training, supervision, and scheduling of multidisciplinary teams, including front-line staff and supervisors.
- In-depth knowledge of residential licensing requirements, serious occurrence reporting, and Occupational Health and Safety responsibilities at a managerial level.
- Demonstrated ability to support and guide teams working with high-risk children, youth, and families, ensuring trauma-informed, culturally responsive, and family-inclusive care.
- Strong decision-making skills with the ability to delegate effectively and ensure accountability across service areas.
- Advanced understanding of crisis intervention strategies and relevant legislation, including the Child, Youth and Family Services Act, Education Act, Youth Criminal Justice Act, Mental Health Act, Personal Health Information Protection Act, and Occupational Health and Safety Act.
- Ability to foster collaborative relationships with internal teams, community partners, and families, while maintaining high standards of professionalism and service quality.
- Skilled in preparing clear, accurate, and timely reports, with strong attention to detail and data-informed decision-making.
- Capacity to work independently and as part of a leadership team, contributing to system-level planning and service integration.
- Bilingualism (English/French) is an asset.
- Willingness to work flexible hours, including evenings, weekends, and on-call responsibilities, as required.

- Proficiency with technology such as: computers / tablets and software, especially Microsoft Word, Microsoft Outlook, Excel, PowerPoint, and data MIS.

- **Must possess:**

- certification in crisis intervention
- a current First Aid Certificate and CPR is required,
- a valid Ontario Driver's License and use of a personal insured vehicle, and
- proof of Hepatitis B, MMR, Tdap, Chickenpox, COVID-19 vaccination, and a negative TB screen.

DUTIES AND RESPONSIBILITIES:**Organizational Leadership**

1. Ensure the confidentiality and privacy of client and staff information in accordance with agency policies, procedures, and applicable legislation.

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- Provide oversight and guidance to Supervisors on privacy practices and consult with the Privacy Coordinator as needed.
 - Report and respond to breaches of confidentiality in collaboration with the Director of Services.
 - Lead the review and enhancement of agency policies and procedures to support quality improvement and compliance.
 - Model AFS's organizational values and foster a culture of professionalism.
 - 1. Inspire hope, wellness, and equity.
 - Develop and implement a personal and team-based professional development plan aligned with strategic goals.
 - Assume additional responsibilities as assigned by the Director of Community Services and Strategic Initiatives.

Supervision and Staff Development

- 2. Provide leadership and supervision to Supervisors and ensure effective oversight of front-line staff across all community service programs.
 - Conduct regular supervision and performance evaluations for direct reports.
 - Promote a workplace culture where staff feel Valued, Inspired, Supported, and Heard (VISH).
 - Support Supervisors in managing recruitment, onboarding, training, and scheduling of staff and alternate care providers.
 - Oversee disciplinary processes in collaboration with Human Resources.
 - Ensure adequate staffing levels and continuity of care through strategic scheduling and coverage planning.
 - Monitor and support the implementation of health and safety practices across all live-in care settings.
 - Participate in the on-call rotation and provide leadership support during critical incidents.

Program Oversight and Coordination

- 3. Lead the development, implementation, and evaluation of live-in and community-based care services in collaboration with the Director and Senior Leadership Team.
 - Oversee program budgets, ensuring responsible financial management and alignment with funding requirements.
 - Ensure compliance with residential licensing standards, serious occurrence reporting, and ministry regulations.
 - Collaborate with internal departments (e.g., Property Coordination, Access Coordination) to support program operations and client care.
 - Guide Supervisors in maintaining therapeutic, culturally inclusive environments that support client stabilization and family involvement.
 - Participate in strategic planning, quality assurance, and service innovation initiatives.

Client Service and Quality Assurance

4. Ensure that client care planning, treatment implementation, and service delivery are aligned with best practices and client needs.
 - Support Supervisors in ensuring that assessments and treatment plans are completed and followed by staff.
 - Promote inclusive programming that reflects the diverse identities and needs of children, youth, and families.
 - Respond to escalated complaints and concerns, ensuring timely resolution and continuous improvement.
 - Oversee the collection and analysis of service data (e.g., admissions, discharges, incidents, satisfaction surveys) to inform decision-making and reporting.
 - Foster a culture of quality and accountability across all programs.

FUNCTIONAL ABILITIES AND WORKPLACE CONDITIONS**Physical Demands**

- Ability to sit and work at a computer for extended periods.
- Occasional bending, squatting, reaching, and lifting up to 25 lbs (e.g., moving supplies, files, or small equipment).
- Ability to move between office and program sites, including climbing stairs and walking on uneven surfaces.
- May be required to participate in physical interventions or de-escalation procedures in emergency situations.

Cognitive Demands

- Sustained periods of attention and concentration for tasks such as report writing, data analysis, and planning.
- Frequent decision-making under pressure, including during crisis situations involving clients or staff.
- Ability to manage multiple priorities and deadlines in a fast-paced, dynamic environment.
- Strong memory, comprehension, and communication skills to support effective leadership and service delivery.

Mental Health and Emotional Resilience

- Ability to regulate emotions in a professional setting, including managing frustration, anxiety, or mood fluctuations.
- Capacity to tolerate workplace stress, including high-pressure situations, conflict resolution, and crisis response.
- Demonstrated motivation and initiative to lead independently and sustain focus on long-term goals.
- Ability to manage fatigue and maintain energy levels during extended or irregular work hours.

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- Effective coping strategies and willingness to seek support when overwhelmed.
 - Sound judgment and insight in decision-making, especially in complex or emotionally charged situations.

Workplace Hazards and Environmental Conditions

- Exposure to potential verbal and physical aggression from clients in crisis.
- Occasional exposure to cleaning agents and other household chemicals used in residential settings.
- Risk of exposure to communicable diseases (e.g., flu, COVID-19) in congregate care environments.
- Noise levels may vary depending on the setting (e.g., youth residences, group activities).
- Requirement to travel between sites and attend off-site meetings or training sessions.
- Flexible work hours including evenings, weekends, and on-call responsibilities.