

Date posted	July 23, 2021
Title	Manager, Support Services
Status	12 month contract
Bilingualism	Essential
Closing Date	August 9, 2021

Primary Focus

This position will work alongside, support and be accountable to the Director, Support Services.

The Manager of Support Services has overall responsibility for Case Management (CM) and Residential and Community Services (RCS) programs. The Manager, Support Services is responsible for organizing and coordinating activities related to children and adults accessing services from outside paid resources, as well as children and adult case management services. The Manager oversees the programming requirements, policies regarding the involvement of the department within the community, the budget and human resources for these services. This position is also responsible for ensuring service excellence, as well as providing leadership to the team.

Major Responsibilities

Leadership:

1. Responsible for implementing the CM & RCS operational plan and facilitating departmental goals and actions that compliment and support the agency's mission and vision.
2. Leads a team of professionals and provides advice and coaching to ensure successful achievement of departmental objectives.
3. Responsible to build and foster effective working relationships with all levels of the organization to assist in decision making and to achieve organizational goals.
4. Provides effective management of the CM & RCS functions, including compliance with MCCSS guidelines and legislations
5. Designs appropriate financial and program goals/metrics that are aligned with and are in support of organizational goals.
6. Represents SCS as the liaison to outside groups and organizations, establishes and fosters cooperative working relationships with all stakeholders in conjunction with organizational goals.
7. Responsible for continuous service improvement that is accountable, and outcome driven Support Services
8. Develops and maintains a positive work culture that supports the overall organization's strategic priorities and operational processes efforts.

9. Participate and attends community meetings evaluating SCS's role and areas of risk for the organization and shares this information for organizational planning.
10. Responsible for professional and leadership development leading to succession planning of CM & RCS.
11. Performs other duties as assigned by the Director.

Program Management:

1. Responsible for internal communications related to the agency and department.
2. Establishes organizational requirements to meet objectives set by the Director
3. Represents SCS when negotiating and mediating between agencies as required and participates in or chairs committees with other agencies and service providers in the community.
4. Represents SCS as the liaison to outside groups and organizations and maintains cooperative working relationships with stakeholders.
5. Responsible for the Case Management Services and Residential & Community Services budgets.
6. Directs supervisory staff in the selecting of qualified individuals, ensures appropriate training and development plans are in place, assigns responsibilities, maintains positive and participatory working environment for employees.
7. Oversees the development, implementation and adherence to operating procedures for his/her area of responsibility. This includes overseeing that supervisors ensure that individual files are maintained based on established standards.
8. Provides reports, summaries, trends and statistical analyses to the Director and data with the team.
9. Uses quality improvement tools and strategies in problem-solving activities.
10. Oversees the Case Management Services and Residential & Community Services program with adherence to standards, guidelines, quality control and compliance with MCCSS regulations and reporting standards for individuals with development disabilities.
11. Analyzes proposed legislation, regulations or rule changes in order to determine how agency services could be impacted and areas of risk.
12. Contribute to community development by leading or participating in projects by working in cooperation with community partners and / or SCS staff in preparing plans that help meet the needs of individuals served and the organization's objectives.
13. Oversees and delegates the coordination and management of clinical issues, is responsible for the management and resolution of complex issues
14. Leads the programs by staying abreast of knowledge and trends within the children and adult fields, and looks for opportunities and challenges that may impact the organization.
15. Responsible for all third party protocols and agreements for programs subsidized by the organization.
16. Provides insight into organizational operating policies and procedures.
17. As required, replace the Director of Support Services

Knowledge and Skills

- A Bachelor's degree in Social Work, or a Bachelor of Arts degree in a related field, and a minimum of 7 years' experience in a related area, including supervisory or management experience at a senior level or equivalent.

- Possess business, leadership and administrative skills to manage the financial, human resources and information requirements, and to oversee the day-to-day delivery of children and adult services.
- Excellent communication, interpersonal and presentation skills.
- Excellent Coaching skills.
- Must have strong analytical, problem solving skills and critical analysis skills.
- Strong understanding of requirements for coordination of services across multi-agencies and Ministries of Health, Social Services and Education.
- An ability to negotiate and build partnerships with the Ministry and the community / stakeholders.
- Knowledge of the services available for children / youth and adult with physical, developmental, mental / emotional disabilities, and case management.
- Negotiating skills and an ability to express opinion in a firm manner demonstrating good judgment.
- Knowledge of the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA) regulation 299/10, and the Child and Family Services Act (CFSA) is a requirement and all other relevant acts
- Bilingual in both official languages (written and verbal) is essential.
- Excellent organizational and time management skills to meet scheduled deadlines.
- Ability to work in a fast paced environment and handle a number of issues simultaneously.

Core Competencies Required

Advocating for Others
 Creative Problem Solving & Decision Making
 Developing Others
 Leading Others
 Holding People Accountable
 Resource Management
 Managing Change
 Relationship & Network Building

Working Conditions

Work is normally completed within a standard office but also requires some travel to attend meetings locally and provincially. There are frequent interruptions, tight deadlines and changes in priorities.

As the ideal candidate you are a self-starter with excellent interpersonal skills who works well in a team environment. Qualified candidates may submit their resumes, along with a cover letter quoting job number 18 - 2021 no later than Monday, August 9, 2021 at 4:00 pm to [Human Resources](#).

SCS embraces diversity and equal opportunity in a serious way. We are committed to building teams that represents the communities we serve. All employment decisions are based on qualifications, skills and business need.