

INTERNAL/EXTERNAL POSTING Manager, Care Support Services (1 full-time position)

Delta Family Resource Centre (Delta Family) is a non-profit community organization which envisions a healthy and empowered community where families and children thrive. A multi-ethnic, multi-site organization committed to enhancing the potential of families and children by supporting and addressing identified needs, Delta Family is situated in diverse communities and provides a wide range of programs, services and activities that enhance individual skills and promotes well-being and healthy communities. Known for strength in outreach, connecting, and collaborating with individuals, groups, and organizations to ensure that the residents have access to wanted and needed services and programs, Delta Family is committed to meaningful community development.

Delta Family is currently accepting applications for one (1) Manager, Care Support Services for Mpatapo, and Youth in Transition (YIT) programs. The Manager of Care Support programs will oversee the work of programs that focus on providing supports to Black families involved with the Care system. Through Mpatapo (Journey to Zero) the manager will guide the team to work closely with Black families referred by CAS to support them in reducing the likelihood of children being removed from their families or placed with kin. This involves working with various CAS staff to find relatives, make the connections and support the families as they connect/reconnect with kith and kin. The Mpatapo team also works to connect families to the broader community, facilitating the creation of their own linkages to a broad community network of agencies, events and initiatives within the Black community. The Manager will also support and guide the YIT team, enhancing outreach, connections with youth in Care and connecting them to the broader community and equipping them to live independently. The Manager will have extensive clinical skills to support the Mpatapo team in delivering comprehensive Child and Family services to families, as they navigate the complexities of the Care system.

Key Responsibilities:

- Provides clinical support to the Mpatapo team as they support Black families in contact with the Care system
- Assesses family, child/youth and current support network strengths and needs and assists Black families to expand their networks where appropriate.
- Incorporates lived experience of diverse Black cultures to better support families from the African continent
- Supports staff, families and partners and to create a plan to respond to risk, safety and well-being, and ensures that families are supported in implementing these plans
- Supports child/youth, family, and network to review, maintain, and secure plan.
- Engages with children/youth and families and develops and maintains a supportive and empowering relationship founded on trust, mutual respect and the strengths of the family.
- Works as part of a multi-disciplinary team with an understanding of the complexities of family life, group dynamics and family systems.
- Works within the framework of Delta Family's mission, vision, values, and policies.
- Implements Intensive Family Network Building with the Black Community model with child/youth and family.
- Partners with child welfare team in providing support to children/youth and their families where children/youth have recently entered care or are imminently likely to enter care.
- Responds promptly to families in crisis.
- Applies anti-oppressive and anti-Black racism lens to this work with the Black families.
- Collaboratively develops goals and a plan with child(ren)/youth, families, and their network in conjunction with child welfare worker.
- Liaises with, consults, and collaborates with other service providers and makes appropriate use of community resources, acts as an advocate and broker when needed.
- Works within the following environments: home and community.
- Follows program guidelines including the writing of reports, record keeping and data collection

- Actively participates and makes use of on-going clinical supervision.
- Supports parents in becoming involved with local community services and networks and building on parental strengths.
- Support children and youth, respecting their voice in planning.

Required Skills & Qualifications:

- Minimum requirement is a Bachelor of Social Work degree or Masters in Social Work or related field
- ***Must be a Registered member in good standing of a relevant, recognized professional licensing body***
- Minimum of 2 years counselling experience, some of which has to have been with Black and racialized community members
- **At least 1 year of clinical experience is required**
- At least one year of Management/supervisory experience
- Minimum of 2 years experience in working with marginalized, under-resourced and racialized communities
- Ability to take direction and to work within the policies, procedures, inter-agency protocols and the philosophy of Journey to Zero, YIT and Delta Family Resource Centre
- Lived experience of the issues facing Black families and communities
- Comprehensive understanding of Anti-Black Racism (ABR) and the issues facing diverse Black communities and demonstrated commitment to addressing ABR
- Familiarity with the issues currently facing racialized and marginalized communities; experience in working with Black, African and/or South Asian communities an asset
- Some experience in working with partners
- Good understanding of the need for organizational leaders to promote work with other departments and demonstrate commitment to organizational health and well-being
- Proven experience in report writing, documentation of program outcomes
- High level of integrity, confidentiality, good judgment, accountability and attention to detail
- Strong interpersonal skills and ability to work under pressure
- Sound analytical thinking, planning, prioritization, and execution skills.
- Able to problem-solve creatively and strategically.
- Able to effectively communicate both verbally and in writing.
- Familiarity with Toronto's north western communities an asset
- Established linkages with relevant key stakeholders e.g CAS, Black Health Alliance an asset
- Some experience in revenue generation an asset
- Providing leadership in the development and monitoring of quality systems and stand standards for the team
- Languages other than English an asset

To protect the health and safety of employees, all new hires are encouraged to be fully vaccinated and fully vaccinated candidates will be prioritized.

The successful candidate will be required to have/obtain a current vulnerable sector Reference Check(can be obtained upon offer of position). Delta Family is an equal opportunity employer.

COMPENSATION: \$60,000 -\$ 65,000 per annum

Application closing date: May 25th, 2022

Anticipated Start Date: Immediate

Please note that interviews will be arranged as applications are received.

Internal candidates will be considered before external candidates are processed.

Please submit your cover letter and resume by the closing date to: [hiring@dfrc.ca](mailto: hiring@dfrc.ca)

Subject line: Manager, Care Support Services

Kipling Avenue Etobicoke, Unit 123, ON M9W 4L6

E-mail: [hiring@dfrc.ca](mailto: hiring@dfrc.ca)

Please note that Delta Family is an equal opportunity employer and will make every effort to accommodate the needs of candidates through the selection process.

Please let us know in advance if you require accommodation.

We thank all applicants for their interest. Regretfully, only short-listed candidates will be contacted