



## EXTERNAL JOB POSTING

**Job Title:** Manager, Youth Services

**Job Posting #:** 1065

**Reports To:** Senior Director, Children, Youth and Family Services

**Effective Day:** ASAP

**Posting Date:** January 18<sup>th</sup>, 2019

**Status:** Permanent, Full-Time

**Purpose:** To manage all aspects of service delivery and operations for Wesley Youth Services. Responsibilities include program development, oversight of programs/services, intensive case management and ensuring safety of staff and participants

1. Manage all aspects of Wesley Youth Services in collaboration with Staff, Supervisors, Director and other Wesley programs and services.
2. Interview, hire, train, supervise and complete performance reviews for staff for Wesley Youth Services.
3. Provide leadership, oversight, coach and mentor the Intensive Case Managers in the provision of case management and support services to complex youth.
4. Oversee the coordination of staff schedules and ensure appropriate staffing levels at all times.
5. Manage all operations emphasizing a 'best practices' and outcome oriented approach.
6. Monitor and document staff adherence to all organizational, funding and Legislative requirements and ensure up to date and annual sign-off of policies and procedures as required.
7. Meet the Ministry requirements of Serious Occurrence reporting including specified timelines.
8. Update and maintain programs policies and procedures, information packages or permission/registration forms as applicable.
9. Monitor the delivery of safe, engaging, age appropriate high quality programs and services.
10. Ensure the professional promotion of programs is maintained at all times.
11. Monitor targets and outcomes to stay within the targets set in each program.
12. Welcome, support, interact and role model both with clients and staff, sensitivity and inclusivity to all including those culturally diverse, GLBTQ2S+, young parents, etc.
13. Ensure a positive working relationship with other youth serving agencies and partners, looking at program, organizational and systems level approaches to service delivery.
14. Chair regular team meetings and ensure timely and clear communications within teams.
15. Follow the policy and procedures of the programs and Wesley.
16. Be responsible for submission of accurate time sheets, reports etc. by due

dates/timelines specified.

17. Be present at all youth service locations regularly to ensure high operating standards and practices.
18. Identify and communicate any trends, activities, concerns, stories, changes and incidents, through regular communication and supervision with the Director.
19. Maintain petty cash and monitor program spending to remain within budget.
20. Ensure strong communication with participants, staff and partners.
21. Provide reports, write funding proposals and make presentations as required.
22. Gather statistics and data for programs on weekly, monthly and yearly basis, as required.
23. Abide by the health and safety policies and Human Resource policies of Wesley.
24. Provide emergency on call as required.
25. Other duties as assigned.

### **Minimum Requirements:**

1. University degree related to pertinent job function is required, BSW preferred. Consideration may be given to candidates possessing a SSW diploma along with increased years of relevant experience.
2. Current registration and in good standing with the Ontario College of Social Workers and Social Service workers is required.
3. Minimum 3 years experience working in a Supervisor/Managerial position in a relevant setting.
4. Minimum 3 years Intensive Case Management and oversight experience is required.
5. Thorough knowledge of applicable legislation.
6. Proven leadership skills in the areas of communication, team management, change management, conflict management and service coordination with internal and external partners.
7. Exemplary time management, prioritization, written and oral communications skills are required.
8. Previous experience writing funding applications, reports, managing budgets and working with data bases.
9. Experience and sensitivity working with all youth, culturally diverse, GLBTQ2S+, young parents, etc.
10. Bilingual (French/English) and fluency in other languages an asset.
11. Current 1st aid/CPR, N.V.C.I., ASSIST and Positive Space training is required.
12. Knowledge and skills using Microsoft Office products, Outlook and other relevant computer programs and data bases.
13. Driver's license and use of a vehicle is required as mobility between multiple sites is required.

**Interested applicants please send resumes including cover letter and salary expectations to:**  
[hr@wesley.ca](mailto:hr@wesley.ca)

Wesley is an equal opportunity employer which embraces diversity. We encourage applications from all qualified applicants. Only candidates selected for an interview will be contacted. No phone calls please.

More information about Wesley can be found on our website at [www.wesley.ca](http://www.wesley.ca). Job applicants requiring accommodation to participate in the hiring process should contact the Human Resources Department at [hr@wesley.ca](mailto:hr@wesley.ca).

