

Position: **Benchmark Job #335**

Ministry: Children and Families

Working Title: **Team Leader Integrated Youth Services**

Branch: Field Services

Level: Range 28

Location: Vernon

NOC Code: 4152

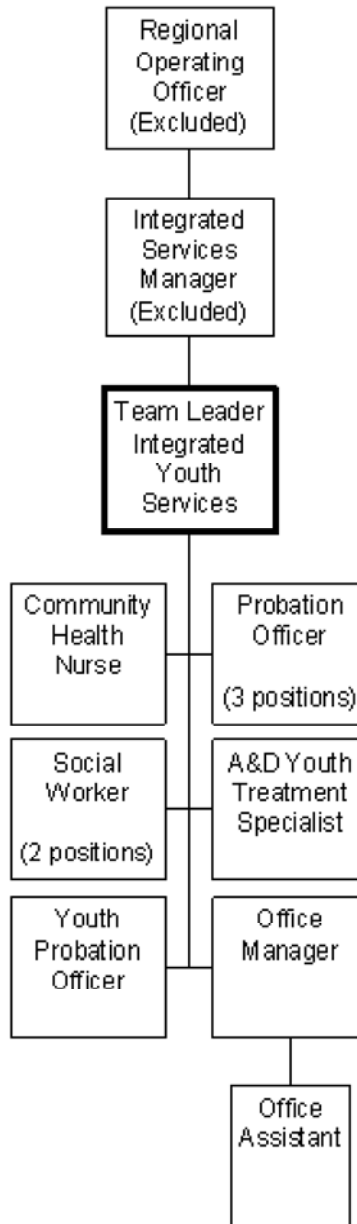
PRIMARY FUNCTION

To direct and evaluate the delivery of local integrated youth services, such as guardianship, family and youth support, alcohol and drug services, youth corrections and mental health services, in Vernon.

JOB DUTIES AND TASKS

1. Directs and evaluates the integration and delivery of Ministry services within an assigned district
 - a. plans, implements and directs the delivery of ministry programs and services in accordance with legislation and regulations, regional and central agency directives and ministry policy
 - b. establishes systems to monitor, review and evaluate the delivery of services against standards of practice and effectiveness
 - c. prepares the local budget and makes recommendations to the Regional Operating Officer on projected needs and adequacy of budgets
 - d. allocates and controls the local budget and negotiates and/or approves case specific contracts as assigned
 - e. provides the first step of appeal for clients who disagree with a worker's decision
 - f. identifies local trends, needs and issues and develops plans or recommendations for initiatives to address them
 - g. assists the Integrated Services Manager and the Regional Operating Officer in the development of long-range goals for the region by providing input on local needs
 - h. provides input or recommends changes to existing or proposed programs, policies, procedures and systems
 - i. coordinates a multi-user information system for local planning and tracking of services
2. Provides supervision and consultation to social work and administrative staff (10 FTEs)
 - a. recruits and selects new staff and identifies staff training needs
 - b. provides consultation and advice to staff on case management issues
 - c. leads counselling sessions on difficult cases when required
 - d. instructs team members on the intent of policy, ministry mandate, philosophy, acts, regulations and procedures
 - e. directs the provision of a interdisciplinary case management process
 - f. establishes performance expectations for team members
 - g. appraises staff performance and takes disciplinary action if required
3. Promotes public awareness and involvement in ministry service delivery

- a. assists in the establishment of a community advisory/consultative process to provide input into the evaluation, development and conduct of ministry services by members of the community
- b. conducts public speaking engagements to enhance the profile of the ministry with the community
- c. establishes relationships with community partners, provincial, federal and non-governmental agencies to enhance the delivery of services to children and families



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p>JOB KNOWLEDGE</p> <p>Understand the theory of social work to plan, research, and review the delivery of local services to children and families such as guardianship, resources and probation.</p>	H	280
2	<p>MENTAL DEMANDS</p> <p>Judgement to plan, organize and evaluate the delivery of integrated youth services to children and their families in a district, and to identify local trends, needs and issues and develop plans or recommendations to address them.</p>	H	250
3	<p>INTERPERSONAL COMMUNICATION SKILLS</p> <p>Influence and formal counselling skills required to lead counselling sessions on sensitive cases to provide therapy to clients to initiate behavioural change.</p>	E	60
4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Some coordination and dexterity required to use a keyboard with some speed to prepare client reports.</p>	B	10
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by general ministry policies and social work standards, plans, organizes and evaluates the delivery of integrated youth services within a district, and ensures compliance with standards and operating policies.</p>	G	190
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Considerable financial responsibility to have formal accountability for the local area budget.</p>	F	43

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to coordinate a multi-user information system for local planning and tracking of services.	D	22.5
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to supervise staff, appraise employee performance and take disciplinary action (10 FTEs).	DF	21
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS High level of care and attention to manage the delivery of services to children and youths in a district.	F	50
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently focus on computer screen and printed documents while reviewing and monitoring programs, policies and service delivery.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently focus on source documents or computer screen in order to track and monitor the delivery of services.	C	12
12	SURROUNDINGS Exposure to regular unpleasant dealings with upset families/stakeholders when reviewing complaints and appeals of workers' decisions.	B	4
13	HAZARDS Exposure to hazards from regularly working around clients who may react violently, while reviewing cases of child abuse and neglect.	C	6

Total Points: 960.5

Level: Range 28