



Where ideas work

Ministry of Children and Family Development
Assistant Deputy Minister
Service Delivery Division
Victoria

The Ministry of Children and Family Development works with provincial ministry partners to build an integrated system of programs and services to support families and communities in the process of raising their children. The Ministry provides a range of services to eligible children and youth with special needs and their families.

The ADM, Service Delivery Division (SDD) for MCFD is critical to ensuring the overall success of the Ministry. The incumbent works with extremely complex cross-sectoral issues, analyzing the systemic and operational challenges, and working through to solutions. Driving change across the entire ministry, focusing on government priorities, and staying proactive to ensure that the ministry is able to respond to the needs of our clients is imperative to success.

The position requires someone with a great deal of experience understanding and unravelling operational and service challenges as well as social issues. Being able to effect change requires a solid understanding of how large organizations work, engagement, business design, service delivery, awareness across the organization and systems change.

This is a job for an experienced Assistant Deputy Minister or an Executive Director with a proven experience leading staff in complex large scale service delivery operations who has demonstrated ability to think strategically and manage a broad suite of demands while remaining calm in approach and taking calculated risks in order to make progress

The incumbent will have a deep understanding of Aboriginal culture and history to better work with aboriginal communities and understanding the current context. **Preference will be given to candidates that self-identify as Aboriginal heritage.** Please review the Qualifications and Experience in the job profile for more information.

To express your interest in this opportunity, please email your cover letter and resume to Executive.Recruitment@gov.bc.ca by September 12, 2017.

The appointee will be required to consent to a criminal record check. Thank you to all who express interest.

Role Profile

Ministry of Children and Family Development Assistant Deputy Minister Service Delivery Division Victoria

The Ministry

The Ministry of Children and Family Development works with provincial ministry partners to build an integrated system of programs and services to support families and communities in the process of raising their children. The ministry provides a range of services to eligible children and youth with special needs and their families.

The Division

The Service Delivery Division (SDD) is responsible for providing effective services to support healthy, safe environments where children are connected to their families and communities. The primary focus of service delivery is to support vulnerable children, youth and families using a client-centered approach that builds on their existing resources and capacities.

The division is responsible for the delivery of community services across all six of the ministry's service lines:

- Early Years Services
- Services for Children and Youth with Special Needs (CYSN)
- Child and Youth Mental Health (CYMH) Services
- Child Safety, Family Support and Children in Care Services
- Adoption Services

Under the leadership of the Assistant Deputy Minister, the division deals with exceptionally wide program variety, province-wide coverage, and provincial program operations and/or program management in conjunction with external boards, agencies or other autonomous or semi-autonomous authorities.

The Position

The Assistant Deputy Minister is responsible for the operational delivery of a full range of regionally based services and support programs as delivered throughout the province, as well as developing and maintaining strong relationships with ministry clients, partners, delegated Aboriginal agencies, stakeholders and professional bodies. SDD staff also work in collaboration with other ministry divisions, social sector partners, schools, health authorities, and First Nations communities to implement ministry and government strategic initiatives.

This is a complex operational role that is responsible for front line social work, youth probation, complex 24/7 facilities (youth custody, and child and youth mental health), 24/7 provincial child protection services (including phone-based services), and contracted services. The role combines operational expertise and strategic decision-making to ensure that the ministry is proactive on improving services to children, youth and families to improve outcomes.

Reporting Relationship

The Assistant Deputy Minister is responsible to the Deputy Minister, Children and Family Development.

Accountabilities

- Assumes full responsibility for advising the Deputy Minister and Minister on policies relating to the areas directed.
- Participates as a full member of the ministry's executive management committee/team.
- Provides analysis, advice and recommendations for Executive concerning the coordination of SDD programs in relation to the government's objectives. Recommends strategies to address outstanding issues and meet ministry strategic objectives.
- Leads the strategic planning process for the SDD and recommends corporate priorities. Ensures that plans are linked to annual budgeting and legislative processes, and are consistent with the ministry's corporate direction and the objectives of the government's accountability initiatives.
- In collaboration with SDD Executive Directors of Service discuss and analyze workload and staffing issues, including staff complement, FTE's, caseloads and workload models, business process redesign, etc. in order to determine strategies and deliverables in support of providing continued quality services to children, youth and families across the Province.
- Lead strategic workforce planning initiatives for the SDD including recruitment and retention strategy development, including collaborating with Strategic HR, the BC Public Service Agency and the BCGEU to explore hiring models, incentives programs and retention policies.
- Oversees the "Provincial After Hours" services, a 24-hour, 7 days a week child protection and intake services support model.
- Provides leadership in delivery of youth custody services and the provision of programs and services that respond to the needs of youth and promote their rehabilitation and re-integration to the community.
- Fosters linkages with key ministry partners, which may include Health, Education and Employment and Income Assistance, to ensure a corporate government approach to the challenges and opportunities facing children and families in BC.
- Initiates and manages partnership activities with federal agencies, Aboriginal delegated agencies, Unions, regions, provincial ministries and/or others.
- Authorized to act on behalf of the Deputy Minister or Minister to communicate publicly on the Children and Family Development program and, as required, on the entire ministry's activities.
- Provides corporate leadership on emerging issues, and prepares briefing materials to support the Deputy Minister and Minister in the Legislature and a variety of Cabinet, Deputy Ministers' Council, government and other meetings.
- Provide leadership to staff of (3,000+) and budget (\$900M+) for service delivery in communities across all six service lines (child safety, early years, child and youth mental health, children and youth with special needs, youth justice and forensic services, adoption and permanency).
- Work with First Nations and Canada to collaboratively build a new jurisdictional and funding framework for the delivery of First Nations child welfare services.
- Work in partnership with other ministries, the federal government, health authorities, social sector agencies, aboriginal organizations and Delegated Aboriginal Agencies in the successful delivery of programs and services.

Qualifications and Experience

- Completion of related post-secondary education and substantive leadership experience in operations and service delivery, creation and execution of service plans, issues management, human resources and stakeholder relations.
- Experience in managing the resolution of complex operational and service delivery issues involving multiple service providers, multiple clients and large scale operations.
- The strategic capacity to sift through complex information and bring focus to their area of responsibility.
- Communicates clearly, concisely and consistently.
- Decisive, able to make decisions with speed and accuracy.
- Able to be held accountable for clear and measurable results within specific timeframes.
- Builds effective, collaborative networks with colleagues within and across ministries.
- A proven record of establishing goals, developing people and teams, building relationships both internal and external, solving problems, and providing innovative solutions, promoting accountability, engendering trust, and integrity.
- Significant knowledge of tools and experienced skills in managing complex environments and large staff complement with wide breadth of services.
- This is a job for an experienced Assistant Deputy Minister or an Executive Director with a proven experience leading staff in service delivery operations who has demonstrated ability to think strategically and address multiple concerns while remaining calm and rational in approach and taking calculated risks in order to make progress.

The appointee will be required to consent to a criminal record check.

Competencies

To achieve government's **Vision**, the ADM must position and structure their organization to maximize its effectiveness. ADM's practice **Strategic Thinking** in translating the vision to goals and strategies, and support their accomplishment through facilitation and leading change.

In **Stakeholder Relationships**, ADM's ensure that they are enhancing the organization's relationships with external partners and stakeholders. This includes building strategic alliances, managing conflicts, negotiating effectively, and effectively communicating ideas, analyses and proposals to stakeholders.

ADM's model **Integrity and Authenticity**, building a culture of trust, integrity, risk taking and creative thinking in the organization through demonstrating personal integrity, using feedback to self-improve, following through on commitments and acting consistently with the espoused values and culture of the organization.

In **Leading People**, ADM's must motivate, empower and lead employees to accomplish goals and objectives, rewarding high performance, promoting empowerment and developing their employees, providing opportunities for growth, and managing issues with their organization.

The professional values of the BC Public Service . . .
Courage, Teamwork, Curiosity, Service, Passion, Accountability
Always with integrity