

POSITION TITLE:	Alternative Dispute Resolution Consultant	POSITION NUMBER(S):	87596
DIVISION: (e.g., Division, Region, Department)			
UNIT: (e.g., Branch, Area, District)		LOCATION:	Various (one per region)
SUPERVISOR'S TITLE:	Regional Director, CFCSA	POSITION NUMBER	
SUPERVISOR'S CLASSIFICATION:		PHONE NUMBER:	
FOR AGENCY USE ONLY		NOC CODE:	
APPROVED CLASSIFICATION:		CLASS CODE:	
ENTERED BY:		PHONE NUMBER:	

PURPOSE OF POSITION

The Alternative Dispute Resolution Consultant is responsible for encouraging and implementing the use of consensual alternative dispute resolution (ADR) methods for the purpose of resolving disputes, and for cooperative case planning and decision-making under the CFCSA. This position develops and manages the region's ADR programs to align with the program and service requirements of the region, enabling balanced decisions and strengthening relationships with stakeholders, partners and clients. The ADR Consultant identifies, develops and facilitates initiatives to inform, educate and encourage the participation of clients, partners, and stakeholders in processes affecting them, and develops working relationships that facilitate the prevention and/or resolution of conflicts.

NATURE OF WORK AND POSITION LINKS

The *Child, Family and Community Service Act* contains provisions for the use of collaborative planning and dispute resolution processes, including mediation, family group conferencing and traditional dispute resolution. These options provide a means to make decisions and resolve disputes based on working in partnership with families and communities. Mediation is a process for working out disagreements with the help of a trained, impartial person (a mediator). The family group conference (FGC) is a process of collaborative planning in situations where decisions need to be made for children or youth. It is a formal meeting where members of a child or youth's immediate family come together with extended kin and members of the child's community who are, or might be, involved to develop a plan for the child.

The ADR Consultant is the regional expert in cooperative planning, collaborative practice and alternative dispute resolution. The Consultant provides in-depth consultation on the most complex cases and will provide clinical advice to FGC and mediation staff regarding day to day practice challenges. The consultant will help organize meetings with coordinators and mediators, in order to ensure consistent service delivery and peer supervision. The Consultant has oversight responsibility for ADR programming and service delivery within the region to facilitate best practice. This role is pivotal to maintain and support the use and growth of ADR processes and to support those delivering ADR services with training, mentoring and best practice information.

The ADR Consultant must build and maintain effective links with key stakeholders internal and external to the ministry, with Aboriginal communities, and with advocacy groups. The ADR Consultant has a role in identifying and assessing stakeholder concerns to ensure these are addressed in the region's ADR policy design. Moreover, competing interests must be managed in a way that ensures parties feel their needs and expectations have been heard and are met as well as possible.

The team of consultants reporting to the Regional Directors represent "best-practice" and the professional expertise/opinion of the other major program areas of the Ministry. The position is seen as the regional expert in ADR.

Position links include:

- Regional managers and staff – provides information, direction and training on stakeholder relations and ADR policies and processes.
- Stakeholders, Partners and Clients – promotes, develops and maintains strategic relationships and partnerships; gathers and shares information relating to the ministry's objectives, plans and policies, and provides educational information and gains the support of stakeholders and other groups.
- Delegated Aboriginal Agencies – develops and maintains partnerships, organizes joint initiatives where possible and champions the use of ADR.
- Team leaders – provides expertise on specific cases that may benefit from ADR.
- Dispute Resolution Office (government) – works collaboratively regarding capacity building purposes.
- FGC coordinators and mediation staff in the region, on contract, and in delegated Aboriginal agencies, in order to support team building, peer consultation and regular review of procedures and clinical approaches.
- Other ministry and government policy specialists, analysts and program managers – works collaboratively to ensure that ADR planning activities are coordinated and advice on ADR related matters is provided; participates on governmental committees and working groups as required.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

1. Plans, develops, implements, manages, and evaluates the ADR Program within the region to encourage proactive and mitigative protocols that enhance collaborative relationships with clients and stakeholders and that support the ministry's ability to make balanced decisions.
2. Develops and implements regional policies, practices, and processes for the ADR Program.
3. Develops and provides clinical expertise, mentoring, professional support, and training to staff and community partners in relation to ADR principles and processes. Develops practice tools, procedural guidelines, and training resource material to improve professional practices.
4. Mentors newly hired family conference coordinators and mediation workers, provides clinical consultation related to ADR processes, and monitors the outcomes of ADR processes to ensure continued best practice.
5. Develops, implements and manages communication and outreach strategies that provide information to parents (and other stakeholders) about the benefits of ADR programs/services, and their rights and responsibilities under these programs/services.
6. Monitors and assesses public attitude, stakeholder satisfaction, community directions, and identifies changing public opinion and expectations, emerging issues or trends, and deficiencies in the public involvement and ADR programs. Advises the Senior Management Team regarding the development and implementation of priorities and responsive action plans.
7. Identifies changing stakeholder needs and develops strategies to maximize stakeholder satisfaction. Advocates changes to business practice standards and related policies, and assists with the implementation of timely solutions to meet client relations strategies.
8. Builds partnerships with, and provides information to, a variety of stakeholders, clients and organizations.
9. Assists with practice development through the identification and maintenance of a library and research resources.
10. Develops and implements ADR tracking, audit, analysis and reporting processes.
11. Participates in the recruitment and selection of candidates for FGC coordinator and mediator positions.
12. Acts as a resource to the Contract and Resources Manager and / or monitors the deliverables and outcomes for ADR contracts
13. Acts as a liaison for contracted ADR providers and service provides from the Aboriginal community where required.

FINANCIAL RESPONSIBILITY

Monitors and reports on contract costs or expenditures and provides advice on contract estimates.

Verifies the completion of contract work (e.g. training contracts, Family Group Conference Coordinator contracts) and certifies satisfactory contract performance.

DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff		
Supervises staff through subordinate supervisors		

PROJECT /TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input checked="" type="checkbox"/>	Varies	Provides formal training to other staff <input checked="" type="checkbox"/>	Varies
Lead project teams <input checked="" type="checkbox"/>	Varies	Assigns, monitors and examines the work of staff <input checked="" type="checkbox"/>	Varies

SPECIAL REQUIREMENTS

Drivers licence required.
Successful applicant subject to criminal record review, police record check.

TOOLS / EQUIPMENT

Cell phone, high quality speaker phone system

WORKING CONDITIONS

Requires travel to district offices and other locations within the region.
Required to deliver services during evenings and weekends.
At times the position is required to work with difficult and/or irate members of the public, stakeholders, and service providers.

WORK EXAMPLES**COMMENTS****PREPARED BY**

NAME:	DATE:	
-------	-------	--

EXCLUDED MANAGER AUTHORIZATION

I confirm that:

1. the accountabilities / deliverables were assigned to this position effective: (Date).
2. the information in this position description reflects the actual work performed.
3. a copy has / will be provided to the incumbent(s).

NAME:	SIGNATURE:	DATE:
-------	------------	-------

ORGANIZATION CHART

SELECTION CRITERIA

Education and Experience

MSW plus three years related experience; or BSW or BA in Child and Youth Care or M.Ed Counselling/MA Clinical Psychology having completed a practicum in family and child welfare plus four years related experience or comparable degree plus 5 years experience.

Cultural Awareness Training completed

Experience delivering ADR services preferred.

Experience in managing alternate dispute resolution programs/processes preferred.

Experience in building collaborative relationships with various stakeholders.

Knowledge

Knowledge of policy and program development, implementation and evaluation including budgeting, resource allocation, contract management and reporting frameworks/requirements.

Knowledge of business and strategic planning and business process improvement methodologies;

Knowledge of project management methodologies and tools;

Working knowledge of the theory and principles of alternate dispute resolution, including those processes traditionally used by BC Aboriginal groups

Sound knowledge of collaborative dispute resolution processes and their application to government programs.

Abilities/skills

Demonstrated ability to:

- manage policy and program development and evaluation;
- synthesize and analyze complex information, identify issues and trends, generate options and recommendations, develop and implement new and creative solutions to complex problems;
- orient, train and provide leadership and consultative support to staff;
- work with Aboriginal organizations and agencies in partnership;
- effectively use computer systems and applications for activities such as entering and retrieving data, producing reports and documents, and day to day communication;
- build and maintain long-term and respectful relationships and partnerships with Aboriginal communities and other client groups;
- use effective interviewing, negotiation and persuasion skills to develop agreements, achieve cooperation and consensus;
- prepare and write a wide variety of documents, such as briefing material, project proposals, issue papers, technical reports, communication materials, documents, and letters in a clear, concise manner.

COMPETENCIES

POSITION DESCRIPTION

Ministry of Children & Family Development

POSITION TITLE:	Senior Director, Aboriginal Policy	POSITION NUMBER(S):	00089297
DIVISION: (e.g., Division, Region, Department)	Aboriginal Regional Support Services		
UNIT: (e.g., Branch, Area, District)	Aboriginal Policy	LOCATION:	
SUPERVISOR'S TITLE:	Assistant Deputy Minister, Aboriginal Regional Support Services	POSITION NUMBER	00022296
SUPERVISOR'S CLASSIFICATION:	ML10	PHONE NUMBER:	

PURPOSE

The Senior Director, Aboriginal Policy provides leadership and direction in the development of all aboriginal child, youth and family policy, legislation and programs affecting ministry service delivery, and aboriginal child welfare and protection policy. A key focus of the Aboriginal Policy Team is to create an integrated and comprehensive policy and service delivery system responsible for determining policy direction for promotion, prevention and early support activities for a broad range of specialized and multi-disciplinary aboriginal child, youth and family services. The Aboriginal Policy Team focuses on establishing policies, standards, and guidelines that ensures the aboriginal community based network of services is established and supported.

The Senior Director, Aboriginal Policy is responsible for ensuring that aboriginal child, youth and family services in British Columbia are administered in accordance with The Child, Family and Community Services Act and any other Acts that affect aboriginal community.

NATURE AND SCOPE

The Senior Director, Aboriginal Policy works within a challenging and complex environment, where decisions made will have a direct effect on the lives of aboriginal children, youth, families and communities. The position provides direction, expertise and guidance on the implementation of legislation that impacts aboriginal child and family development policies. The position is accountable to the Minister, Deputy Minister and ADM for ensuring aboriginal policy and programs meet operational needs for aboriginal communities.

The Senior Director works with regional staff and delegated Agencies to examine current aboriginal child, youth and family programming and projects, and recommends modifications to policy, working in collaboration with stakeholder groups to arrive at appropriate and manageable policy solutions.

PROGRAM LINKAGES:

- Aboriginal Political Leaders and External Agencies (such as, BC Federation of Aboriginal Foster Parents; MARR; First Nations/Aboriginal Delegated Agencies, etc): to obtain input for new or revised aboriginal child welfare policy
- Federal Government: to negotiate tripartite agreements for aboriginal child welfare.
- MCFD Policy Branch: to review new or changed policy with an aboriginal lens to ensure it meets the need of BC's Aboriginal communities.

ACCOUNTABILITIES

1. Leads the development of policies and standards related to the overall management of aboriginal child welfare, protection and guardianship responsibilities under the Child, Family and Community Services Act (CFCSA) in collaboration with aboriginal child and family leadership and communities.
2. In conjunction with Aboriginal Planning Committees and interim authorities, leads the internal government process to development legislation pertaining to the establishment of regional aboriginal authorities.
3. Leads research in other jurisdictions and incorporates best practices where possible into the development of ministry policy.
4. Leads research and provides analysis regarding child welfare initiatives developed by the aboriginal community.
5. Promotes, engages and leads discussions with the aboriginal community regarding the development of all child welfare policy / programs.
6. Provides leadership to staff and stakeholders on aboriginal policy issues.
7. Liaises with directors of aboriginal policy in other jurisdictions both provincially and federally to share information and review best practices.
8. Leads the development of aboriginal policy initiatives in conjunction with the Ministry Leadership Team to support new Aboriginal models and practices in child welfare.
9. Liaises with the Chief Information Officer regarding policy and information management interface particularly where it pertains to delegated agencies.
10. Liaises with integrated policy and legislation team to facilitate effective coordination of policy development with MCFD involving aboriginal issues.
11. Liaises with the Director of Child Welfare on Director's policies and standards under the CFCSA for application to aboriginal families and for use by delegated agencies.

FINANCIAL RESPONSIBILITY

Division Budget: \$ various
Ministry Budget: \$1.3 Billion

DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff	2	
Supervises staff through subordinate supervisors	6 - 8	

PROJECT /TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input type="checkbox"/>		Provides formal training to other staff <input type="checkbox"/>	
Lead project teams <input type="checkbox"/>		Assigns, monitors and examines the work of staff <input type="checkbox"/>	

SPECIAL REQUIREMENTS

--

TOOLS / EQUIPMENT

--

WORKING CONDITIONS

--

WORK EXAMPLES

--

COMMENTS

--

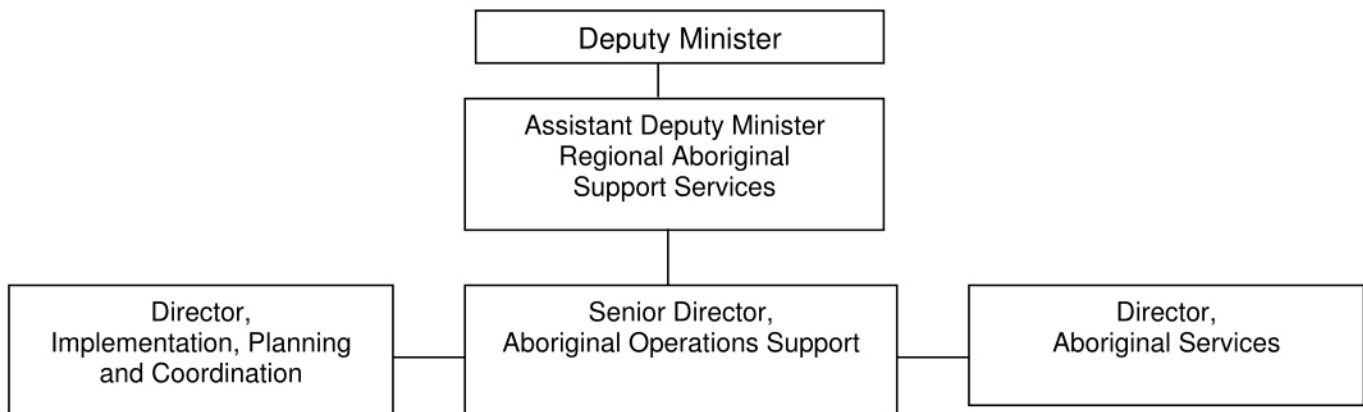
PREPARED BY

NAME:	DATE:	
-------	-------	--

EXCLUDED MANAGER AUTHORIZATION

I confirm that: <ul style="list-style-type: none">1. the accountabilities / deliverables were assigned to this position effective: (Date).2. the information in this position description reflects the actual work performed.3. a copy has / will be provided to the incumbent(s).		
NAME:	SIGNATURE:	DATE:

ORGANIZATION CHART



SELECTION CRITERIA

Education/Experience:

- Master's degree in nursing, clinical psychology or clinical social work, and extensive related experience, or an equivalent combination of education and experience.
- Demonstrated policy management experience, including planning.
- Demonstrated experience working productively and cooperatively with internal and external stakeholders.

Knowledge:

- Extensive knowledge of aboriginal community and culture.
- Extensive knowledge of complex (multi-faceted) CFY issues.
- Knowledge of legislation and regulations governing CFY issues.
- Comprehensive knowledge of current issues and trends affecting children.
- Knowledge of policy and standards principles.
- Knowledge of policy evaluation and monitoring strategies.

Skills/Abilities:

- Excellent interpersonal/organization/analytical and consulting skills.
- Strong planning and leadership skills.
- Ability to lead policy development processes.
- Ability to lead cross- ministry projects and working groups.
- Ability to provide direction in the management of diverse situations and issues.
- Superior written and verbal communication skills.

COMPETENCIES

2018 POSITION ACCOUNTABILITIES

Position Tombstone Information

Position: ADM Child Welfare	Classification: Assistant Deputy Minister Bd D
Ministry: Min of Child & Family Dev	Employee #: 018531
Current Incumbent: Corinna Rose Heavener	Deputy Minister: Allison Bond
Position #: 00105897	Reports to: Allison Bond
Location: Victoria	Budget:
Other Possible Locations:	FTEs:
Ministry Sector: Social Sector	Direct Reports:

Key work streams identified with this position:	Key work stream 1:	<input type="text"/>	Pick from drop-down list
	Key work stream 2:	<input type="text"/>	Pick from drop-down list

Accountabilities - Concise list of the key deliverables for this role.

i.e. Fulfilling Gov't 2018 Throne Speech commitment to launch X program in 2018-19

- 1 The ADM/Provincial Director provides oversight to child welfare practice and quality assurance as outlined in the CFCSA and Adoption Act. Oversight responsibilities extend to practice and quality assurance in the Service Delivery Areas and in the Delegated Aboriginal Agencies.
- 2 Manages complex client cases that require a provincial perspective and has the final authority to direct case practice.
- 3 Provides strategic advice to the Minister and Deputy Minister on legislation, policies, practices and issues relating to child welfare practice.
- 4 Provides leadership and strategic advice on issue management of complex, high profile child welfare cases and issues.
- 5 Provides leadership to delegated front line staff to strengthen the child welfare system by working together with Indigenous peoples and partners to address the root causes of the overrepresentation of Indigenous children in care.

Position Challenges - Use succinct bullet points to describe the general challenges of the role.

- 1
- 2
- 3

Divisions/Branches/Crown ABCs - Please write the full name with any acronyms in brackets

i.e. Executive Talent Management (ETM).

Responsible for:

Adoption & Permanency Branch, Child Welfare Branch, Provincial Practice Branch, Quality Assurance Branch, Divisional Operations Branch

Interacts with:

Represents the ministry as the senior executive interface with the Representative for Children and manages partnership activities with agencies such as Department of Indigenous Services, Provincial Health Officer, Public Guardian and Trustee, Ombudsperson, Chief Coroner and other oversight bodies.

This information will be circulated and viewed by senior executives in order to aid in succession planning. This collection is authorized under the Freedom of Information and Protection of Privacy Act, Section 26. If you have any questions or concerns regarding this collection, please contact Executive Talent Management, BCPSA.

Key Work Streams:

Legislation, Regulation & Policy

Program &/or Business Development

Finance

IM/IT

Other Corporate Services

Issues Management

Enforcement

Indigenous Relations

Clinical/Technical Expertise

Operations

Labour Relations/Negotiations

Tribunals/Appeals

POSITION DESCRIPTION

Ministry of Children and Family Development

POSITION TITLE:	Provincial Director of Child Welfare	POSITION NUMBER(S):	00089670
DIVISION: (e.g., Division, Region, Department)	Director of Child Welfare (Child Welfare Leadership, Quality Assurance, Adoption)		
UNIT: (e.g., Branch, Area, District)	Child Welfare	LOCATION:	Victoria
SUPERVISOR'S TITLE:	Deputy Minister	POSITION NUMBER	
SUPERVISOR'S CLASSIFICATION:		PHONE NUMBER:	

PURPOSE

The Provincial Director Child Welfare is the statutory officer, designated by the Minister under the Child, Family and Community Service Act and Adoption Act. The Provincial Director and related staff manage provincial child welfare quality assurance activities, provide child welfare case consultation to regional designated directors and staff, and provide leadership on child welfare matters. The Provincial Director directly delegates staff working in aboriginal delegated agencies and plays a central role in MCFD's aboriginal child welfare strategy as a signatory to delegation agreements for aboriginal agencies providing services under the aforementioned legislation. The Provincial Adoption Team also reports to the Provincial Director who also provides leadership and discharges Quality Assurance responsibilities for adoption. The Provincial Adoption Team coordinates adoption activities including submission of adoption applications to Court. The Provincial Director also works closely with other members of MCFD's Leadership Committee, particularly the ADM for Regional Services, ADM for Policy and Legislation, ADM for Aboriginal Services, and Public Affairs Bureau Director.

NATURE AND SCOPE

The position is accountable to the Minister and Deputy Minister for ensuring policy and programs are in place to appropriately deliver and monitor services relating to child welfare and protection and works with ADM for Policy and ADMs for Regional and Aboriginal Services in order to discharge this responsibility. The Provincial Director, Child Welfare assists with the development of integrated service delivery across programs and ministries in support of enhanced provision of services to children and families. This includes facilitating an integrated approach to quality assurance activities. The Provincial Director also develops and maintains protocols with public bodies and agencies for purposes associated with co-ordinating child welfare responses, accessing information necessary for performance of duties under the Child, Family and Community Service Act, and information sharing for the same purpose. The Provincial Director is also the 'head of the public body' as defined in the *Freedom of Information and Protection of Privacy Act* for the purposes of managing information collected under the *Child, Family and Community Service Act*.

The Director works with regional staff to examine current child welfare and protection programming and projects, and suggests necessary policy modifications. The Director works in collaboration with other stakeholder groups to arrive at appropriate and manageable policy solutions to crises or unresolved issues

PROGRAM LINKAGES:

- CLBC
- British Columbia Federation of Foster Parents Association
- BC Federation of Aboriginal Foster Parents
- Child Protection Service Unit at Children's Hospital
- Youth in Care Network
- BC Adoptive Families Association
- Private Adoption Agencies
- BCGEU
- Office of the Child and Youth Officer
- Representative for Children and Youth

ACCOUNTABILITIES

1. Manages mechanisms in place to appropriately deliver and monitor child welfare practice to address;
 - Case review and consultation
 - Audit
 - Tracking and monitoring case review
 - Development of core competencies associated with core functions and manage delegation of staff
2. Provides leadership and advice to regional designated child welfare directors and facilitates regular occurrence of a directors of child welfare forum.
3. Assists the Deputy Minister in the Transformation agenda including facilitating integrated approaches to service delivery and quality assurance.
4. Provides support to the ADM for Aboriginal Services in support of increased involvement and responsibility for Aboriginal people in child welfare matters
5. Involved in discussion on child welfare topics including leading discussions on matters relating to the director's statutory responsibilities under the Child, Family and Community Service Act, Adoption Act, and other legislation.
6. Shares responsibility with MCFD's Leadership Committee for providing leadership to staff and stakeholders on child welfare matters including attending public forums and representing interests of staff providing child welfare services.
7. Develops competencies for jobs associated with delivering child welfare services and takes an active role in developing training curriculum.
8. Liaises with directors of child welfare in other jurisdictions
9. Works closely with ADMs and REDS on child welfare and MCFD strategic priorities, particularly regarding child welfare policy and standards, training, aboriginal child welfare, quality assurance, and supports to staff
10. Is the statutory guardian of the person for children in continuing custody and children in care under the Family Relations Act or in care under the Adoption Act pending adoption.
11. Pursues permanency options for children in long term foster care
12. Has statutory custody and care for children in temporary care under the Child, Family and Community Service Act.
13. Responsible for provincial performance audits, review of critical incidents, and other quality assurance measures related to child protection and guardianship services.
14. Coordinates the developments of policies and standards in conjunction with other members of the Leadership Committee and their staff for foster care, residential resources, and related services provided to children-in-care under The Child, Family and Community Services Act.

FINANCIAL RESPONSIBILITY

Division Budget: \$ various
Ministry Budget: \$1.3 Billion

DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff		
Supervises staff through subordinate supervisors		

PROJECT /TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's

Supervises students or volunteers	<input type="checkbox"/>		Provides formal training to other staff	<input type="checkbox"/>	
Lead project teams	<input type="checkbox"/>		Assigns, monitors and examines the work of staff		
NAME:		DATE:			

EXCLUDED MANAGER AUTHORIZATION

<p>I confirm that:</p> <ol style="list-style-type: none"> 1. the accountabilities / deliverables were assigned to this position effective: (Date). 2. the information in this position description reflects the actual work performed. 3. a copy has / will be provided to the incumbent(s). 		
NAME:	SIGNATURE:	DATE:

Position Description

Ministry of Children and Family Development

POSITION TITLE: Director of Provincial Practice	POSITION NUMBER: TBD
DIVISION: Provincial Office of the Director of Child Welfare	LOCATION: All Locations
UNIT: Provincial Practice Branch	
SUPERVISOR'S TITLE: Executive Director of Provincial Practice	SUPERVISOR'S POSITION NUMBER: 00089297
SUPERVISOR'S CLASSIFICATION: Band 5	PHONE NUMBER:

PROGRAM

The Ministry is responsible for a wide range of programs and services to children, youth and families across six services lines including: Child Safety; Early Years; Children and Youth with Special Needs; Child and Youth Mental Health; Family Support and Children in Care; Adoption, and Youth Justice.

PURPOSE OF POSITION

The Director of Provincial Practice reports to the Executive Director of Provincial Practice who provides senior level leadership, management and direction to Directors of Provincial Practice assigned to each of the Ministry's 13 Service Delivery Areas. The Director of Provincial Practice provides authoritative advice as a recognized expert in the provision of Child Safety, and additionally has fluency in Child and Youth Mental Health, Adoption, Family Support and Children in Care and CYSN services including familiarity with Youth Justice to children, families and youth. This position is responsible for implementation of new practice initiatives and project planning across the six service lines. The position directs and co-ordinates the development and delivery of various projects involving varying degrees of scope.

The Director of Provincial Practice leads a team of managers with program specific responsibilities, including Children and Youth with Mental Health (CYMH), Children Youth with Special Needs (CYSN), and the ICM Practice Manager.

NATURE OF WORK

Reporting to the Executive Director of Provincial Practice, the Director of Provincial Practice is responsible for maintaining a collaborative practice environment for the provision of child, youth, and family services, and the ongoing development of practice at a provincial level. The Director of Practice is also responsible for establishing and maintaining relationships with both internal and external stakeholders.

The position makes recommendations in areas of provincial practice policy and operational requirements based on consultation, analysis of relevant law, standards, policy and data as well as an understanding of the intent of government goals. It provides recommendations and advice to executives and senior managers that could impact significant expenditure or savings of resources. The advice and recommendations influence practice strategic objectives and plans.

This position is responsible for the leadership of a team which includes a CYSN and a CYMH manager as well as an ICM Practice Manager. These positions guide, lead and advise staff across the province on the specific program areas.

Director of Practice JD

The position ensures provincial practice and policies remain current and consistent with ministry goals, objectives and strategies. As a key member of the Provincial Practice Branch leadership team, the Director of Provincial Practice participates in the development of the annual Strategic Plan for the Branch and the collaborative planning for shared resources and initiatives.

As the Director of Provincial Practice, the position participates in the development of provincial programs, services and projects, service planning, and develops strategic, operational and quality assurance plans, policies, procedures and service standards, ensuring the integrity and effectiveness of service delivery, administrative systems and process.

POSITION LINKS

- Internal links include:
 - Offices of the Provincial Director of Child Welfare, Youth Justice, and Adoptions
 - Offices of Strategic Priorities, including Pod V
 - Policy and Provincial Services
 - Directors of Provincial Practice Branch
 - Executive Directors of Service
 - Directors of Operations
 - Director of Aboriginal Service
 - Directors of Quality Assurance
 - Strategic Human Resources
- External agencies include:
 - Federal/ Provincial Governments; Ministry of Health, Ministry of Education
 - BC Children's Hospital
 - BC Representative for Children and Youth
 - BC Coroner's Office
 - Ombudsman
 - Advisory Groups
 - Universities and colleges

KEY RESPONSIBILITIES

- Provides direction and sets goals across the six service lines relating to child safety, CYSN and CYMH operational policy and procedures, program planning and research; makes recommendations and provides expert advice on program matters to ministry executive, senior managers and field practitioners.
- Influences the strategic planning direction for the Provincial Practice Branch by providing advice and preparing associated planning documents to guide implementation, interpretation and application of federal and provincial legislation and regulations, vision, mission, principles, goals, objectives and associated performance measurements and outcomes.
- Supports decision-making activities regarding how practice initiatives and programs are to be delivered while considering legislation and policy, planning and development of programs and administrative mechanisms required for the services and management and allocation of resources.
- Represents the practice perspective in the development of Ministry wide plans; and is available to lead divisional, inter-divisional, inter-ministry and federal/provincial committees and projects, including service agreements and protocols. This position provides leadership and vision and promotes change in the broader delivery of practice services, including influence of areas that are not under the Branch's operational authority.
- Works with senior ministry staff and contracted service providers on a variety of initiatives, using collaborative approaches to achieve Ministry objectives.

- Initiates timely strategies and activities using internal and external resources to ensure effective communication.
- Provides authoritative advice and direction to a professional team; including determining and assigning work priorities; approving and advancing recommendations to senior managers and senior management committees; reviewing and approving policies, reports, position papers, briefing, estimate and information notes, training programs and plans; and recommending and implementing decisions, ensuring policies and procedures are in place prior to and during implementation.
- Interprets and advises senior management on changes to legislation, federal and provincial government policy; leads special projects; initiate and oversee the evaluation of programs and services;
- Conducts recruitment, selection, training, and performance planning and review activities.
- Ensures that case specific interventions affecting children are consistent with legislation, government policy, and Ministry's strategic shifts.
- Collaborates with the Executive Director of Provincial Practice in the development and implementation of key results as described in the Ministry's Strategic Plan.
- Collaborates with managers in discussion on MCFD service line topics including leading discussions on matters relating to the Director's statutory responsibilities under the *CFCSA* and other legislation.
- Represents the Executive Director of Provincial Practice as necessary, and participates on various ministry, cross-ministry, and community and stakeholder consultation committees.
- Participates in provincial committees developing and revising provincial policies and programs in the practice area including processes related to practice programs.
- Participates in inter-governmental and inter-ministry committees involving legislation, administration of services and programs, and provincial initiatives.
- Work with government agencies and service providers to strengthen the capacity to identify children and youth experiencing complex care needs (CYCCN) and to enhance the availability of coordinated and effective services and supports.
- Knowledge and awareness of research regarding best practices across jurisdictions and application, including Trauma Informed practice.
- Significant knowledge and understanding of indigenous peoples' experiences.

FINANCIAL RESPONSIBILITIES

- Influencing the fiscal and human resources required to ensure service delivery of practice programs and services;
- Providing input into budget preparation, allocation and monitoring to ensure most effective use of resources; including planning in the allocation of any new resources to the branch for the purposes of program development;
- The Provincial Director of Provincial Practice is responsible for approximately 4 FTEs. The position also exercises expense and receiving authority. Position acquires staff and authorizes payroll, authorizes travel expenditures, acquires professional services and oversees the claim and recovery from the federal government.
- The Director of Provincial is responsible for the overall management of their allocated budget by authorizing expenditures and ensuring that accounting procedures conform to the *Financial Administration Act*, authorized spending authorities and accepted accounting principles.

DIRECT SUPERVISION (i.e., Responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
	Up to 4 FTEs	

Job Requirements:

EDUCATION

- BSW, BA in Child and Youth Care in social sciences or related degree; or
- MSW, MA in Counselling Psychology completed a practicum in family and child welfare

NOTE: If your degree is obtained outside of Canada, have you had it assessed for equivalency to work in British Columbia through the International Credential Evaluation Service (ICES) <http://www.bcit.ca/ices/>

RELATED EXPERIENCE

- A minimum of five (5) years child safety and CYSN or CYMH experience is necessary;
- Experience in program and policy development;
- A minimum of two (2) years' experience providing training and group facilitation;
- Experience establishing relationships in the community;
- Experience in MCFD working with BC indigenous peoples
- Experience with development of issue papers, Information/Briefing Notes.
- Experience independently managing projects;
- Experience developing and monitoring budgets, contract administration;
- At least two years recent supervisory experience within a unionized environment.

SKILLS/ ABILITIES

- An understanding of MCFD policies and standards;
- Demonstrated complex problem-solving and analytical skills;
- Demonstrated ability to work effectively in, and with multi-disciplinary groups of professionals and other community service providers;
- Ability to provide expert consultation on complex cases;
- Ability to set priorities and to work with individuals from a variety of cultures and settings;
- Strong communication skills (written and oral) including development of issue papers, Information/Briefing Notes;
- Effective interpersonal skills;
- Ability to develop programs in a system with limited resources.

COMPETENCIES

- **Organizational Awareness** is the acumen to appreciate and the ability to use the power relationships in either one's own, or other, organization(s). This includes the ability to identify the real decision-makers and the individuals who can influence them; and to predict how new events or situations will affect individuals and groups within the organization.
- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver the organization's mandate.
- **Holding People Accountable** involves setting high standards of performance and holding team members, other government jurisdictions, outside contractors, industry agencies, etc., accountable for results and actions.
- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.
- **Impact and Influence** is the ability to influence, persuade, or convince others to adopt a specific course of action. It involves the use of persuasive techniques, presentations or negotiation skills to achieve desired results.
- **Creating and Managing Change**- involves knowledge and skills to manage in the organization through setting

direction and urgency, building a coalition of support, communicating widely, handling resistance to change and facilitating implementation of successful change actions.

Aboriginal Relations Behavioural Competencies

- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Aboriginal people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with Aboriginal cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Aboriginal people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

SPECIAL REQUIREMENTS

- Must be eligible to receive delegation under *Section 4 of the Child, Family and Community Service Act*.
- Travel is a requirement of the position. May be required to use own vehicle (with appropriate insurance coverage) on an expense account basis.
- This position is excluded from union membership.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, as required by the ministry.

WORKING CONDITIONS

- Travel is a requirement of the position. A valid BC driver's license is a requirement of the position.
- Use of personal vehicle (with appropriate insurance) may be required.
- The position has access to and manages highly confidential information.

PREPARED BY

NAME:	DATE:	SIGNATURE:
--------------	--------------	-------------------

EXCLUDED MANAGER AUTHORIZATION

I confirm that:

1. The accountabilities / deliverables were assigned to this position effective:
2. The information in this position description reflects the actual work performed
3. A copy has / will be provided to the incumbent(s)

NAME:	DATE:	SIGNATURE:
--------------	--------------	-------------------



**PROVINCE OF BRITISH COLUMBIA
MINISTRY FOR CHILDREN AND FAMILIES
JOB DESCRIPTION**

JOB TITLE: Team Leader, Adoptions	CURRENT CLASSIFICATION/GRID: SPO R28	CHIPS # 00067321
NOC CODE: 4152 / 07	DATE OF JOB DESCRIPTION:	
JOB TITLE OF IMMEDIATE SUPERVISOR Community Service Manager	SUPERVISOR'S CLASS/GRID ML 5	CHIPS # 00064431
BRANCH Adoptions	REGION Vancouver Island	LOCATION Nanaimo

PURPOSE OF UNIT:

Regional Team for Central/North Island providing Adoption Services to children in care.

PURPOSE OF JOB:

This position reports to the Regional Community Services Manager responsible for Adoption Services. This position has the authority, accountability and responsibility to plan, develop, manage, coordinate and evaluate the delivery of adoption initiatives and services within the context of a regional service team. The Team Leader is directly accountable for the quality of service to clients accessing their team and for setting and monitoring standards of interdisciplinary practice in accordance with government, ministry, regional operating agency, and professional practice.

The Team Leader has broad responsibilities to work with diverse community partners with respect to the delivery of a range of adoption services within the region and is pivotal in establishing and implementing the multidisciplinary approach in service delivery. This position will provide direction, leadership and support to staff within the team for professional and integrated service delivery, and must ensure adequate clinical support is provided as well as a broad range of staff training and developments.

The Team leader must take direct responsibility for ensuring adoption case management practices are current and meet required service levels and standards. The position is also responsible for managing contracts where designated by the Regional Community Services Manager responsible for Adoption Services.

JOB DUTIES AND TASKS:

55% Directs, monitors and ensures the integration and delivery of all ministry adoption services within the region by:

- Providing leadership, which will create and maintain a well-motivated team capable of providing and developing high standards of adoption service to children and families.
- Providing consultation to professional staff who have a direct responsibility to: provide relinquishment and options counselling services to birth families; complete birth family histories; recruit, study, orient, train, and recommend for approval adoption homes; prepare children for adoption placement; place children in adoption homes; supervise, monitor and support children on adoption probation; complete adoption following successful probation, including preparation of report to Court; provide post-adoption services; provide reunion counselling services upon request from other provinces; provide international adoption services.
- Establishing and ensuring a multi-directional communication link exists between the team, other regional staff, and the community.

- Ensuring that the delivery of ministry adoption services is coordinated, comprehensive and in keeping with regional goals of a multidisciplinary approach.
- Planning, implementing and managing the delivery of a multidisciplinary team approach to ministry adoption programs and services in accordance with legislation and regulations, regional and central agency directives, and ministry policy and professional practice standards.
- Establishing and/or implementing systems to monitor, review and evaluate standards of practice and effectiveness, efficiency and economy of adoption programs and services within the context of service delivery team.
- Preparing, allocating and controlling budgets assigned to the team level to ensure the most effective use of resources.
- Providing the first step of appeal for clients.
- Facilitate case consultation.
- Coordinating and liaising with support groups attached to respective members of the adoption triad.
- Providing supervision and consultation to the administrative supervisor who has direct responsibility for office systems, administrative support staff office procedures which support achieving program objectives, and for coordinating administrative details among all service employer groups, eg; leave management, backfill support, hours of operation, work schedules.

25% Supervises, trains and recruits staff by:

- Relaying interpretations and instructions to Adoption Services Team members on the intent of policy, ministry mandate, philosophy, Acts, regulations and procedures.
- Identifying training needs to ensure Adoption Services Team members acquire the knowledge, skills and abilities necessary to work effectively within the multidisciplinary delivery teams.
- Directing/coordinating the provision of a comprehensive and interdisciplinary adoption case management process.
- Administering the collective agreement and acting as representative at Step 1 in the grievance process.
- Establishing and communicating performance expectations to Adoption Services Team members and evaluating these expectations annually.
- Coordinating the service delivery of contract staff through liaison with the manager responsible for the contract.
- Modeling expected behaviours and attitudes.

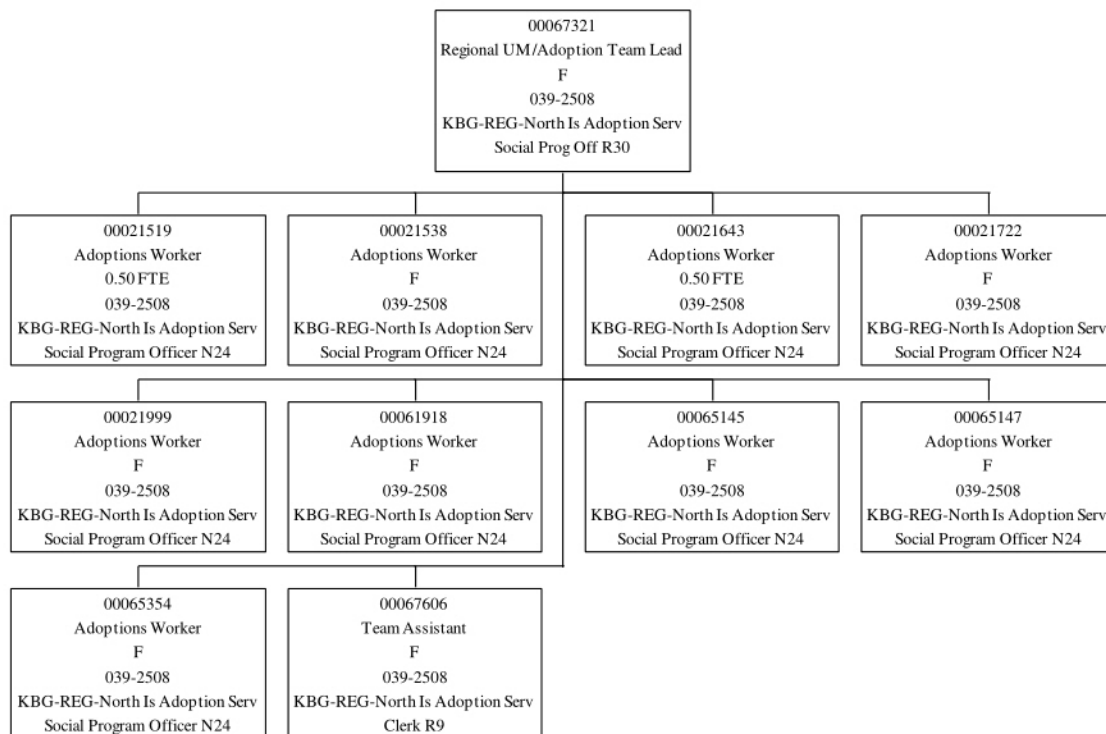
10% Participates in area and regional planning and management by:

- Interfacing with other personnel to ensure integration and coordination of overall services to clients.
- Identifying trends, needs and issues and developing plans or recommendations for initiatives to address them.
- In cooperation with community partners, monitors and evaluates the effectiveness, appropriateness and adequacy of programs and policies at the local level.
- Preparing, presenting and defending Adoption Services budgetary needs for area.
- Assisting the Regional Manager, for Adoption Services in developing long range goals for the area.
- Attending and contributing to the local community and regional planning and management committees.
- Providing input and recommending changes to existing or proposed programs, policies, procedures and systems.
- Participating in local and regional quality assurance initiatives.

10% Promotes public awareness and involvement in ministry service delivery by:

- Assisting in the establishment of a community advisory/consultative process to provide meaningful input into the evaluation, development and conduct of ministry adoption service by members of the community both individual and institutional.
- Conducting public speaking engagements to enhance the profile of the ministry within the community.
- Establishing relationships with community partners and non-governmental agencies to enhance the delivery of services to children and families seeking service through their respective Child and Family Services offices.
- Assisting the community to build on its inherent strengths to better service the needs of its members.

Performs other duties as assigned by the Regional Community Services Manager responsible for Adoption Services.

ORGANIZATIONAL CHART

JOB DESCRIPTION CERTIFICATION:

This job description is an accurate statement of the position's assigned duties, responsibilities, and reporting relationships, as indicated in the preceding organization chart, Effective October 25, 2000:

I have read this job description:

_____	_____	_____
Vacant		
Incumbent's Signature	Name (print)	Date

_____	_____	_____
Supervisor's Signature	Name (print)	Date

_____	_____	
Excluded Manager's Signature	Name (print)	Date

I am accountable for and approve the salary costs that result from this position's classification:

_____	_____	
Spending Authority's Signature	Name (print)	Date

This Job Description is in the appropriate format and contains sufficient data for its evaluation in the Public Service Job Evaluation Plan:

_____	_____	
Personnel Officer's Signature	Name (print)	Date

