

Family Support Implementation Lead – Full time

About Durham Association for Family Resources and Support:

Durham Association for Family Resources and Support (DFR) is a Durham-based, family support and resource organization that partners with families to imagine, plan, and implement for good lives in community, one person at a time, for and with their family member with disability. We consider the person in the context of their family (born or chosen) where their relationships most often ensure that this is where the voice of the person might best be heard, supported and augmented.

Durham Family Resources is largely but not solely funded by the Ministry of Children, Community and Social Services (MCCSS). We also work at times with the Ministry of Health, Ministry of Housing, Regional governments, and federal government departments. Our work is shaped by our relationship with a range of over 300 families and our mutual understanding of their potential and capacity, and of what supports, resources, and information they might welcome in order to pursue a positive Vision of a good life for their family member within their neighborhood and community.

We are anchored by a deep understanding and thoughtful application of the principle of Social Role Valorization (SRV). This guides us to promote and value a good, ordinary life in everyday community for all through valued roles, relationships and places of belonging, and to design ways to make this the option of choice for people whenever possible. Well defined organizational Values and Principles of Family Support are the motivating force behind our decisions and actions.

About the Role:

The Family Support Implementation Lead reports to the Director of Family Support and will play a key leadership role for DFR in transitional change management. This role entails the development and implementation of individual and family support, as well as organizational and strategic outcomes. This is a full-time position *with* future roles and possibilities within the organization. The experienced incumbent is responsible for working directly with several families with specific focus on children and youth in the implementation of family support and will also have oversight of designated members of the Family Support Team, offering guidance, showing leadership on principled implementation of actions, and holding the team members to high standards that benefit families and the rest of the Team.

The Family Support Implementation Lead will highlight complex or serious program issues that arise and require senior level engagement. This position will have core focus on children and youth with co-design of support to engage young families. The Family Support Implementation Lead will be responsible to ensure the delivery of the organization's family support services within the guidelines of the Ministry of Community, Children's and Social Services (MCCSS) service contract and the organization's stated Mission, Values, and Vision.

Primary Duties and Responsibilities:

Family Support Facilitation and Emerging Practice Project Delivery

- Use established clear principles of the organization to guide all the family support work.

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- Focus on direct provision of a holistic approach to family support through facilitation and direct involvement with several families and family groups.
- Mentor and guide the assigned portion of the ongoing daily operations of the Family Support Team, including both Facilitation and Emerging Practice staff members.
- Work with the team to ensure the best possible response to individual family situations and team initiatives within the range of available resources, the values and working principles that guide DFR and the capacity of the team
- Balance time and areas of responsibility to cover ongoing and urgent situations as well as supporting new initiatives.
- Maintain and revise service documentation systems and monitor compliance with same
- Model a professional collaborative approach internally and with external service providers
- Seek partnerships where appropriate to assist with individual client situations
- Ensure the collection and integrity of necessary data and report as necessary
- In conjunction with the Director of Family Support ensure ongoing implementation, review and development of service provision policies and procedures
- Formulate and maintain partnerships with external groups and individuals that provide opportunities for supported families
- Work with the Director and the Communications team on strategies to keep the organization connected to families and the community
- Within the Family Support context, advocate alongside people with intellectual disabilities, their families, and for the organization in effective and proactive ways.

Human Resources

- Recommend staffing requirements to the Director of Family Support and be involved in the hiring process for new and replacement staff.
- Ensure staff has a good understanding of the organization's Mission Values and Vision, The Nature of Family Support, Policies and Procedures and Facilitation/Emerging Practice approaches and monitors and supports ongoing training needs
- Provide regular supervisory sessions for staff and probationary and annual performance evaluations.
- Guide the team with a strong professional approach that is respectful and sets expectations that are clear, specific and measurable.
- In collaboration with the Family Support Leadership team and Human Resources, maintain job descriptions.

Operational Planning and Development

- Assist Directors to develop annual plans for program areas which adhere to the mission and values of the organization.
- Provide regular feedback to the Director of Family Support through statistical reports, regularly supervisory sessions and reporting on the status of the annual plans.
- Develop a succession plan in consultation with the Director of Family Support.
- Attend Management Forums and other training and development events as assigned by the Director of Family Support.

Support and Service Management

- Collaborate on proposals for new initiatives and ongoing evaluation

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- Collaborate on proposals for the expansion or reduction of services.
- Ensure that the day-to-day activities within the departments are consistent with established practices and procedures.
- Communicate with people and families supported and/or allies of people supported, other community agencies and funding representatives as required.
- Lead change within the program delivery areas of the agency.

Data management

Together with the Director of Family Support:

- Identify relevant and appropriate data and information sources.
- Evaluate the integrity and comparability of data and identify gaps in data sources.
- Apply ethical principles to the collection, maintenance, use and dissemination of data and information
- Obtain and interpret information regarding risks and benefits to the organization and to the community.

Risk management

- Obtain and interpret information regarding risks and benefits to the organization and to supported families.
- Ensure staffing, programmatic services, and program locations meet Health and Safety policies and Ministry regulations, including QAM compliance, AODA, and other measures.

Administrative/Other Duties

- Represent the administrative requirements of the team and work with the administrative department to achieve constructive and collaborative solutions
- Other related/relevant duties as assigned by the Director of Family Support

Education Requirements:

- University degree or college diploma
- Progressive training in related topics
- Studies/experience with Children/Youth and Community Development an asset

Knowledge, skills and abilities:

- Established familiarity with and commitment to the theory and application in Social Role Valorization
- Knowledge of the MCSS –DS system
- Knowledge of supports available within Durham Region
- Strong organization, outreach and teamwork skills
- Ability to work in collaborative fashion toward consensus in conflict situations
- Established direct work with families and people with a developmental disability
- Experience with individualized and family-directed approaches
- Proficient with word processing, spreadsheets, MS Office, Internet research

Experience:

- 5+ years of local supervisory experience
- Proven experience working directly with families (including children/youth).

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- Proven record of working in teams and taking a leadership role.
- Successful completion of recognized management training courses.

Competency in the following:

- **Behave Ethically:** Understand ethical behaviour and business practices and ensure own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organization
- **Build Relationships:** Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques. Communicate with sensitivity to all people to enhance their dignity and quality of life.
- **Focus:** Anticipate, understand, and respond to the needs of internal and external parties to meet or exceed their expectations within the organizational parameters.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problem, and make decisions that enhance organizational effectiveness.
- **Lead:** Positively influence others to achieve results that are in the best interest of the organization.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization
- **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- **Plan:** Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem

Working Conditions:

- Oshawa office along with families' homes and community spaces
- Required to work some additional hours as required.
- Work a standard work week, flexible based on job requirements including some evenings and weekends.

Applicants Must:

- Submit a cover letter with their resume.
- Have a valid Ontario's driver's license and access to a vehicle for the purposes of work. Must be willing to travel within the Durham region.
- Be able to obtain a criminal record check with vulnerable sector screening.

The application deadline is March 31, 2023. Qualified applicants are invited to respond with a cover letter and resume to hr@dafrs.com

Durham Association for Family Resources and Support is an equal opportunity employer and is strongly committed to diversity and inclusion. Applications from all qualified candidates are welcome. Applications are strongly encouraged from people with disabilities, racialized people, indigenous people, and people from the LGBTQ2+ community. If you require any form of accommodation connected to this application, please let us know.

We thank all who apply, however, only those candidates selected for an interview will be contacted.