



Employment Opportunity **INTAKE MANAGER**

Reference No. LS-INT-MAN-0921

PURPOSE: Reporting to the Lalum'utul' Smun'eem Executive Director and working as part of the Child Safety Team, the purpose of the Intake Manager is to provide direct supervision to team members on intake-related calls and files, and ensure compliance with delegated responsibilities. **This is a full-time permanent position with local travel required.**

RESPONSIBILITIES:

- Provide supervision and management to team members, including:
 - Participate in the recruitment and orientation of new team members;
 - Complete performance evaluations for all team members;
 - Provide professional guidance and clinical supervision support to staff; and
 - Responsible for creating, tracking and distributing the after-hours rotation schedule.
- Ensure staff compliance with their delegated responsibilities and program activities, including:
 - Responsible for reviewing all intake files, and ensuring that outcome decisions meet the requirements for ongoing planning;
 - Ensure culture and strength-based approaches are implemented in an appropriate manner within the team and program;
 - Review and ensure that the investigation and assessment tools and formulas have been completed within the timelines;
 - Establish and maintain a proper record-keeping system that enables efficient and effective case processing and tracking;
 - Ensure all case management notes are completed thoroughly, entered into CFS Best Practice and ICM; and
 - Review court documents and track court proceedings; attend mediations/court proceedings as needed.
- Ensure regular communication and collaboration among stakeholders, including:
 - Participate in agency managers' meetings, and lead weekly team meetings;
 - Participate in a variety of internal and external committees and working groups as directed;
 - Case consult with the Ministry of Child and Family Development and partners as needed; and
 - Collaborate with other Delegated Agencies around practice and case specific information.
- Other related duties as required

EDUCATION AND EXPERIENCE: (please attach all required documents)

- Bachelors of Social Work, Child & Youth Care, or other related field
- 5 years' experience in Child Family Services field, with 3 years of management experience
- C6 Delegation is required
- Valid Class 5 BC Driver's License with clean drivers' abstract is required
- Current CRC is required

SKILLS, KNOWLEDGE, AND ABILITIES:

- Knowledge of relevant legislation and policies, including the Child, Family, and Community Service Act, Youth Justice Act, Adoption Act, Family Law Act and Aboriginal Operations and Practice Standards and Indicators (AOPSI), Structured Decision Making tools and MCFD Chapter 3 and related policies
- Knowledge of family centered preservation and trauma informed practice frameworks
- Knowledge of Lalum'utul' Smun'eem internal and external resources and Cowichan community services
- Demonstrated leadership and management abilities in guiding and supporting frontline team members
- Understanding or willingness to learn Cowichan culture, language, customs, and traditions
- Knowledge of the history of colonization and the implications for indigenous children, youth, families and communities
- A comprehensive understanding of ICM, and the ability to receive new memos, reports, as well as loading new information into the system
- Ability to work in a fast paced setting, while remaining calm in order to make effective and safe decisions that are within the CFCSA standards
- Willing to work flexible hours, including some weekends and evenings
- Well-developed organizational skills with the ability to multitask and meet deadlines

HOW TO APPLY: Interested applicants are invited to submit a current resume, a detailed cover letter and three references. Applications must be sent to Human Resources by email before the deadline with the Reference Number in the subject line of your email.

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Cowichan Tribes Human Resources Department

Email: resume@cowichantribes.com

Website: <http://www.cowichantribes.com/employment>

Deadline: **4:00 p.m. on Wednesday, September 22nd, 2021**