

Working Title Child & Youth Care Worker 3		Name Program Supervisor	
Position Number	Reports to Position No., Class & Level Manager	Division, Branch/Unit	Ministry
Present Class		Requested Class	
Dept ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Reporting to the Associate Director or Manager of the Centre, the Child & Youth Care Worker 3 (CYCW3) is responsible for the overall implementation of one or more programs and its service delivery within trauma informed, campus based Intensive treatment, Secure Services or Outreach program units. The CYC3 communicates and implements the flow of information between Management and frontline staff and ensures policies and procedures are followed according to Ministry guidelines.

CYCW3 provides direct supervision and leadership to CYCW2's regarding best practice to ensure the current developmental and well being needs, of moderate to extremely emotionally and behaviorally challenged youth, are met in a collaborative team approach.

The CYCW3 oversees the accountability of services and program delivery and is a consulting member of a multi-disciplinary team that provides a safe and secure therapeutic, social milieu that assesses, identifies and implements the specific treatment needs and direct program delivery for vulnerable children and youth in care, who are receiving Child Intervention services via the Child, Youth and Family Enhancement Act and/or Protecting Sexually Exploited Children's Act. This position acts as the authority for the implementation and practice of regulatory standards and sanctions the implementation of restrictive procedures or complex client case management.

The CYC3 provides direct support and leadership, teaching and feedback of CYCW2 competencies and completes Performance Appraisals and may implement Performance Improvement plans in consultation with Management and Human Resources. CYCW3's ensure that appropriate job responsibilities and Administrative tasks are completed by CYCW2's or those they supervise.

The CYC3 manages all requests and referrals for Intensive Treatment placement within the Agency and communicates with the Placement Coordination Unit the availability for all beds. The CYC3 ensures that all relevant information is gathered and inputted into a data collection tool, reviews as per Agency policy and procedures the criteria for admission, and matches the client based on program dynamics.

The CYC3 acts as a program consultant to regional/provincial staff in areas of legislation, policy, casework, and issues specific to the Child, Youth, and Family Enhancement service delivery and provides consultation and support to the Regional Leadership team to support practice improvement particularly in the areas of Secure and PSECA legislation.

Represents the Agency at Regional and Provincial committees or inquiries upon request.

The CYC3 supports continuous improvement of practice as the organization undergoes systemic and cultural changes and leads or facilitates staff in training and development and engages in research and evaluations regarding evidence based interventions and programs.

The CYC3 represents the Agency in a collaborative and authoritative position when liaising with GOA stakeholders and community resources and addresses concerns or reconciles differences in service delivery at a Casework Supervisor or

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Manager level.

The CYC3 ensures effective fiscal responsibility for the Centre is practiced by frontline staff which may include time management approvals and expenditures, and may procure or advise Management regarding resource contracts.

The CYC3 may be delegated as responsible for all operations of the Centre in the absence of the Associate Director or Manager.

The CYC3 may be required to be available on call/after hours and be accountable to make decisions pertaining to the operation and safety of the Centre.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

Service responsibilities

1. Act, model, train and lead program/staff in accordance with relevant legislation, Ministry mandates and Agency policies and procedures
2. Manage and supervise that the current developmental needs of children/youth in care are met by CYCW1's and CYCW'2 by actively participating in either the development of an assessment and/or treatment.
3. Ensure staff provide for the safety, well-being and basic needs of the children/youth and providing care according to the Agency policy and procedures, licensing requirements, accreditation standards and best practice.
4. Directs and problem solves issues that arise regarding the provision of medical/dental/optical assessments and appointments, or transportation.
5. Resolves and directs any case management concerns that arise for children/youth that is consistent with Agency policies, procedures, philosophy, goals and learning environment.
6. Oversee accuracy, confidentiality and safekeeping of Agency records
7. a) Supervise and direct the service delivery, evaluation and reporting/recording of assessments, interventions and develop and implement treatment/care plans and resolves inconsistencies as required with support of the multi-disciplinary team.
b) evaluate current practices, policies and procedures and bring forward modifications or revisions to Management team
c) create and develop form and templates, policies and procedures and implement as required
8. a) Develop and maintain respectful, cooperative working relationships with internal/external members of the multi-disciplinary team/stakeholders/families/community at large and share relevant information as required.
b) Network high fidelity relationships with internal/external members and mediate/resolve and reconcile concerns including directing program staff or adapting program needs.
9. Provide, direct, support and mentor staff's ability to utilize individual and group counselling techniques.
10. a) Direct and facilitate the multi-disciplinary team coordination of social programming, psycho-educational groups, trauma informed regulation activities, mindfulness activities, health education, recreational activities, cultural teachings and opportunities, and life skill development to support well being and short/long term goals.
b) Supervise and oversee designated staff implementation of above.
11. a) Chair and mitigate contentious service team meetings that address treatment recommendations/interventions and direct/advise staff regarding progress and modifications where required.
b) Facilitate coaching conversations to support staff
12. Liaise and mitigate with advocacy supports to ensure service providers are meeting the best interests of the child/youth.
13. Support, direct and mediate, if required, the effective use/implementation of individual client and community resources (ie. CSD, youth workers, addiction supports, animal therapy, extra-curricular sports/clubs)
14. Supervise and direct a safe workplace and follow OHS best practices
15. a) Lead, train and provide crisis prevention, de-escalation, behavior management support techniques and recovery practices as well as non violent physical restraint as required.
b) Approve/endorse or review restrictive procedures/incident reports and implement corrective action

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- c) collaborate in investigations with PRAT and Management Team
- 16. Collaborate with NACIS for after hour Intakes to Intensive Treatment and health emergencies.
- 17. Assume Manager designate responsibilities and make decisions impacting the Centre when on call after hours.
- 18. Organize and orchestrate multi-disciplinary staff meetings.

Program Responsibilities

- 1. a) Ensure the safety, well being, social, emotional, physical, and basic needs are provided to the children/youth.
b) Assist or direct in resolving group issues or significant individual concerns.
- 2. Guide the staff provision of life space counselling/teaching moments to support youth in their daily events.
- 3. a) Assess, adapt and respond to the changing needs and behaviors of the children/youth in potentially volatile and hostile, trauma sensitive situations.
b) Support, debrief, review and promote modifications to practice
- 4. Assess risk and direct responses according to Agency policy and procedures, amend procedures in consultation with Management.
- 5. Ensure medication best practice is adhered to according to Agency policy and procedures and provide corrective action in consultation with Management.
- 6. Oversees all aspects of program delivery are adhered by staff, for clients including but not limited to gathering intake information, implementing individual treatment needs, progress reviews, discharge planning, clothing inventories, orientations
- 7. Maintain a safe, clean and therapeutic environment and arranges for provision or changes as required.
- 8. Oversee and direct daily paperwork, file management, household routines and basic operational of the program as required.
- 9. Collaborate and mediate with the multi-disciplinary team and internal/external stakeholders if conflict arises and direct, support or advise CYCW's to address issues.
- 10. Support healthy family/client contact and the relevant sharing of information and resolve grievances.
- 11. Demonstrate safe practice and follow regulations for the operation of a motor vehicle in accordance to Agency policy and procedures.
- 12. Provide support for the effective implementation of self regulating techniques which may include appropriate dosing of sensory interventions and use of designated sensory rooms.
- 13. Analyze documented data collection and outcome measures.
- 14. Oversee the practice of conducting client satisfaction surveys.
- 15. Provide support or direct staff to ensure work is inclusive, collaborative, relevant and problem solve discrepancies.
- 16. Facilitate resolution if required, with Team Leaders of the program to provide consistent service delivery.
- 17. Mitigate concerns with shift scheduling and approve time.
- 18. Implement modifications to overall program or report and make further recommendation to Associate Director or Manager in areas of treatment, physical needs of program or safety and security concerns.
- 19. Participate in recruitment and interviewing for the Agency.
- 20. Develop strategic plans in conjunction with Associate Director and Manager
- 21. Fulfill Expenditure Officer duties
- 22. Act as a Commissioner of Oaths for the Agency

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

Under the general direction of an Associate Director or Manager, the CYCW3 has considerable independence of decision making with respect to the provision of support, direction to and supervision of staff, in the performance of their duties, in keeping with established policies and procedures and maintaining safety and well being for vulnerable youth and well as overall safety of staff. This position carries a relatively significant degree of authority requiring only that unusual matters of significant issue, involving unusual incidents that may have impact on the safe and effective operation of the Centre, be

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brought to the attention of the Associate Director or Manager for resolution assistance.

The Program Supervisor has a high degree of responsibility supporting the professional, as well as emotional competencies of Child and Youth Care Worker's who support youth in the life space to ensure all basic needs and treatment needs are addressed. A safe and stable environment is foundational to establishing trusting therapeutic relationships to promote healthy growth and development and meet needs for youth receiving Child Intervention services.

Typically, youth receiving services may be unreceptive or pre-contemplative to receive supports. Staff must constantly evaluate dynamics and triggers to behaviors to determine the right intervention approach to bring the youth back to baseline or an acceptable/safe degree of conduct. Youth have experienced significant neglect, abuse, toxic stress, intergenerational trauma, grief and loss and as a result have complex needs or compromised architecture of the brain. Executive functioning is impaired such as attention, memory, self regulation, emotional control and inhibition. Emotional and behavior dysregulation may manifest as acting out, suicidal tendencies, running away, violent outbursts and aggression, self harm, and contribute to trauma related disorders such as depression, addictions, OCD, ODD, anxiety and borderline personality, etc., or vulnerability for further exploitation, victimization and harm. etc. Cognitive impairments such as learning disabilities and low IQ, developmental disorders such as FAS and other mental health concerns affect the young person. The complexity prevails when the CYCW must be able to think critically and quickly to respond, rather than react, for the purpose of maintaining safety for all youth and staff involved.

In this environment, intuitive judgement is required to recognize risk behaviour that may, if not detected and addressed early, result in dangerous incidents. Team communication and collaboration is imperative so that multiple perspectives and interventions as per Agency policy and procedures can be implemented. The Program Supervisor, in consultation with the Associate Director or Manager makes and implements decisions that impact the overall well being of the staff, youth , program and service delivery.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

What knowledge is required?

- Degree or Diploma in Child and Youth Care/Social Sciences or related human service profession
- At least 5 years progressively responsible experience working with youth in group care or campus based setting
- Valid driver's license required
- All Mandatory training required for Accreditation Standards such Standard First Aid – Level C CPR/AED, Suicide Prevention, Non-Violent Crisis Intervention

Exceptional knowledge of and proficiency in understanding

- Trauma informed and relevant best practices in campus based or residential settings
- Child/Adolescent development theories including social learning, moral development, cognitive development, attachment, resiliency, strengths based competency models, Change Models
- Principles in Behavior management and De-escalation techniques, Relational practices, Systems theory, Ecological approaches
- Developmental, Trauma related and Mental Health disorders and disabilities affecting youth such as FASD, ODD, OCD, depression, eating disorders such as anorexia and bulimia, pervasive personality, suicidal ideation, Autism and substance addictions
- Related acts including the Child Youth and Family Enhancement Act (CYFE) and Protection of Sexually Exploited Children Act (PSECA)
- Issues related to youth development such as Self Esteem, Gender Diversity, Identity Crisis/Confusion, Peer Pressure, Bullying
- Appropriate legislation and policy such as CYFEA handbook, Accreditation Standards, Regional policy and procedures, PSECA protocol for police services, Public Health Act

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- Agency Policy and Procedures Manual
- Indigenous and/or other Cultural differences and how they impact treatment approaches for youth
- Assessment tools and program planning
- Community resources
- Safety and security measures
- Familiarity with Mental Health Act, School Act, Freedom of Information and Privacy Act (FOIP), Young Offenders Protocol (Youth Criminal Justice Act), OHSA

What skills and abilities are required?

- Individual and Group Counselling, empathy and excellent active listening
- Crisis prevention, de-escalation, behavior management support techniques and recovery practices as well as non violent physical restraint
- Ability to deal effectively with highly volatile and unpredictable situations and complete environmental scans to gauge behavior and situations and think critically in intense/ dynamic environments, as well as evaluate staff responses, performance and situations to support and improve critical thinking.
- Ability to problem solve a variety of situations, resolve conflict and teach transferability skills
- Excellent verbal and written skills including best practice for documenting/reporting and recording information
- Excellent therapeutic relationship/rapport building
- Excellent interpersonal skills, ability to engage and interact efficiently
- Proficient in computer skills
- Promote collaboration in team members
- Adapt leadership styles and communication styles to efficiently promote action.
- Integrate Ministry objectives, legislation, regulations to program practice and service delivery by communicating information to staff
- Demonstrate healthy self care, and self reflection
- Chair and lead effective meetings
- Analyze, measure and assess outcomes
- Strong, Interviewing capabilities

The above skills and abilities contribute to CYC3's ability to lead staff to successfully support, guide and provide treatment to vulnerable youth and their ability to manage day to day events to lead a healthier, risk free and less conflictual lifestyle and maintain connections with significant others. The skills pull together and guide a successful, integrative and cohesive working group ensuring direct communication of practice, program operation and staff competencies to Management are provided while ensuring Ministry objectives are achieved.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

The position communicates daily with the Associate Director or Manager to debrief, report and address information that directly impacts the functioning of the Agency on an operational, strategic, organizational cultural level and consolidate initiatives to respond to priorities and provide best outcomes.

The CYCW3 represents the Agency on a regular basis at an expertise/authority level and communicates directly with stakeholders that are in a higher supervisory or second level status. The CYCW3 also interfaces more directly/frequently with complex cases, media sensitive or high profile and/or dangerous clients. CYCW3's manage conflict or grievances that arise with families and youth.

365, 24/7 contact with children/youth clients and their families for the provision of program and service delivery

Daily or frequent collaborative contact with Management, Administrative Staff, CYC1's, CYC2's CYC3's, Regional specialists, Provincial GOA employees, Agency provided Nursing staff, Indigenous Resource Consultants, Recreation

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therapists, Teachers, Contracted Doctor's, Psychologists and psychiatrists, Site contractors, Caseworkers, PSECA workers, Collaborative Service Delivery (CSD) partners, Representatives from the Office of the Child Advocate including Advocates, Legal Representatives for Children and Youth (LRCY), Lawyers and court appointed workers, Probation officers, Health Professionals including medical, psychiatric and mental health, Addictions workers, Community Follow up Workers, Community based Psychologists, therapists, Community Support services, placement providers, Cultural supports/resources and Elders, Foster/Kinship Care providers for the provision of external program and service delivery and support.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

The CYCW3 supervises CYCW2 (Team Leader and/or Program Facilitator), Cook 1 (Houseparent), Rehabilitation Worker II (Recreation therapist) and may supervise CYCW1's (wage)

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide [Page 16](#))

Incumbent

Name Signature Date

Manager

Name Signature Date

Division Director/ADM

Name Signature Date