



Social Services Team Leaders and Supervisors (Child & Youth Protection Worker, Custody Support Worker)

Occupational Family/Code – Human Services: HCP, HCS

Profile created: 1996 06

Profile updated: 2006 10

Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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The team leader/supervisor competencies reflect the supervisory, human resource and strategic functions for social service worker/social services program worker positions in the Ministry of Social Services.

To select program and service delivery social service worker/social services program worker competencies, one must review the competency profile for this job type which is included in the latter pages of this profile.

Depending on the position and its location, a team leader/supervisor may represent a single program area within the Ministry of Social Services or may lead across program areas. You may be responsible for the supervision or assistant supervision of staff within a unit or may lead a team within a child or youth facility. You may have caseload management responsibilities in addition to your leadership and supervisory functions.

The team leader/supervisor may be required to travel and/or drive throughout the city or in rural areas in order to transport or meet with clients. You may work in a residential or custody facility where crisis intervention is required. You will be required to work flexible hours and/or shift work. A criminal record clearance is required.



Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

Acts/Regulations/ Legislation

- Knowledge of applicable legislation, regulations, programs and policies. **(Bring)**
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Theories/Principles

- Knowledge of relevant government and community services and resources. **(Bring)**
 - Knowledge of human resource management practices, including strategies to recruit, support and sustain a diverse workforce. **(Bring - Supervisors only/Learn)**
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Technical

- Knowledge of budgetary system expectations, statistical requirements and workload demands and how they impact programs. **(Learn)**

Knowledge of union management procedures and how they relate to human resource processes. **(Learn)**



Skills

Skills are those demonstrated abilities, or proficiencies which one has learned from their past. These are acquired/developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

Communication

- Ability to verbally and in writing clearly and concisely provide/explain relevant information in response to often complex inquiries or issues at a level appropriate to the audience. **(Learn)**

Personal attributes which may link with this skill statement include: visionary, creative, flexible...

Leadership

- Ability to anticipate the need for and fairly apply the principles of teamwork and team building to meet goals and objectives. **(Learn)**

Personal attributes which may link with this skill statement include: diplomatic, team player, pro-active, objective...

- Ability to guide and coach employees toward positive growth in implementing the theoretical framework and practices of mandated programs. **(Bring)**

Personal attributes which may link with this skill statement include: compassionate, supportive of others, patient...

- Ability to advise and guide employees in conflict resolution and negotiation with individuals and groups resulting in a healthy, harmonious work environment. **(Learn)**

Personal attributes which may link with this skill statement include: supportive, confident, patient...



- Ability to guide and coach a diverse group of employees, that results in a team that can meet its goals and objectives, while maintaining a healthy, productive, respectful and safe work environment that is free of discrimination.

(Bring - Supervisors only/Learn)

Personal attributes which may link with this skill statement include: respectful, supportive, empathetic...

Problem Solving

- Ability to appropriately apply the family centered case management model when assessing, developing, adjusting, implementing and evaluating case plans in collaboration with the client and others in order to meet diverse client and family needs. **(Bring)**

Personal attributes which may link with this skill statement include: confident, client service oriented, flexible...

- Ability to anticipate, assess and intervene in problems in the workplace, the organization and the community to effectively meet ministry and community goals. **(Bring)**

Personal attributes which may link with this skill statement include: compassionate, supportive of others, team player...

- Ability to analyze relevant trends and issues, identify options and solutions and recommend policy changes in order to meet ministry goals and address client needs in a timely fashion. **(Bring)**

Personal attributes which may link with this skill statement include: visionary, creative, task oriented...

Interpersonal

- Ability to establish and maintain workable relationships or partnerships with a diverse range of individuals. **(Bring)**

Personal attributes which may link with this skill statement include: approachable, positive, objective/open-minded/non-judgmental...



- Ability to influence, persuade or convince others in order to reach mutually acceptable or workable solutions/agreements. **(Bring)**

Personal attributes which may link with this skill statement include: honest, visionary, inspire/empower...

- Ability to create an environment that recognizes, supports, respects and welcomes diversity of employees and clients. **(Bring - Supervisors only/Learn)**

Personal attributes which may link with this skill statement include: welcoming, objective, understanding...

Team/Independence

- Ability to work independently and/or as a contributing member of a variety of teams to consistently meet program goals and address client needs. **(Bring)**

Personal attributes which may link with this skill statement include: self-disciplined/self-starter/proactive...

Organizational

- Ability to plan, organize, prioritize and assign a high volume diverse workload taking into consideration conflicting priorities, frequent interruptions and the needs of the team. **(Bring)**

Personal attributes which may link with this skill statement include: task-oriented/goal-oriented, creative/flexible...

Analytical

- Ability to accurately interpret and ensure compliance with legislative and case practice requirements in order to meet program goals and standards. **(Learn)**

Personal attributes which may link with this skill statement include: objective, flexible, independent...

- Ability to accurately review and interpret the strategic direction for the ministry and link it to current operations. **(Learn)**

Personal attributes which may link with this skill statement include: creative/flexible, objective...



Technical

- Ability to provide input into the design, development and modification of computer systems and applications. **(Learn)**

Personal attributes which may link with this skill statement include: creative, objective...

Safety/Stress/Security

- Ability to recognize symptoms of stress in self and others and take steps to minimize its impact in order to ensure good health and well being. **(Bring)**

Personal attributes which may link with this skill statement include: compassionate, patient, supportive...



Personal Attributes

(Bring)

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are underlying characteristics which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, such as feelings, attitudes, habits and traits. Each of these is demonstrated by behavioural examples which allow one to objectively determine whether an individual possesses the required personal attributes.

Attributes, together with the knowledge and skill competencies, help you to predict what a person will do in a given situation.

Personal attributes for the Social Services Team Leaders and Supervisors include:

To Be...

- task-oriented/ goal-oriented
- accountable
- self-disciplined/ self-starter/ proactive
- compassionate/ supportive
- approachable
- calm
- patient
- respectful
- welcoming
- understanding
- honest
- credible/ reliable/ dependable
- objective/ open-minded/ non-judgmental
- positive
- visionary
- inspire/ empower
- creative/ flexible
- accommodate individual differences
- equitable
- empathetic

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