

Manager of Service Complaints

Employer:	Nogdawindamin Family and Community Services		
Posted:	1 months ago	Closing Date:	April 19, 2024
ES Job ID:	15437	Location:	To Be Determined
Sector(s):	Executive and Management, Social Services	Duration:	Full Time , Temporary
Salary:	111138		

Job Description:

NOGDAWINDAMIN Family and Community Services, a designated Indigenous Child Welfare Agency under the Child Youth and Family Services Act serving member First Nations situated between Sault Ste. Marie and Sudbury is seeking to hire a FULL-TIME CONTRACT TO MARCH 31, 2025

MANAGER OF SERVICE COMPLAINTS

LOCATION: TO BE DETERMINED

Salary Range: \$111,138.00 to \$137,394.00

Job Summary

The Manager of Service Complaints will manage the Agency's complaints process to ensure the highest standards of service is provided to service users. The Manager of Service Complaints functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of the Nogdawindamin Family and Community Services and contributes to the accomplishment of the strategic priorities.

Required Skills:

- Master of Social Work (MSW) is preferred
- Bachelor of Arts or College Diploma may be considered
- Five (5) years' direct experience working with children and families involved in child welfare protection
- Three (3) years' direct management and administration experience in a child welfare protection agency
- Equivalent combination of education and experience may be considered

Requirements:

- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings
- Ability to understand and speak Anishnaabemowin is a definite asset
- Must provide a Criminal Records Check deemed satisfactory by the employer
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel
- Must have \$1M automobile insurance coverage

How to Apply:

Nogdawindamin Family and Community Services has been in operation for over 30 years. We are committed to providing a barrier-free work environment in accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. Accommodations are available upon request for candidates taking part in the recruitment process. JOIN A GROWING AND DYNAMIC ORGANIZATION OFFERING REWARDING CAREERS, COMPETITIVE SALARIES, BENEFITS, OMERS PENSION AND A GREAT WORK ENVIRONMENT FOR INDIVIDUALS COMMITTED TO MAKING A DIFFERENCE.

Please submit a job-related resume and cover letter along with three work related references by:



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**YOUR JOB IS OUT THERE.
WE'LL HELP YOU FIND IT.**

Friday, April 19, 2024 - 4:00 pm
Hiring Committee
Nogdawindamin Family and Community Services
210B Gran Street, Batchewana First Nation, ON P6A 0C4
Email: hr@nog.ca

Preference will be given to Indigenous applicants. Self-Identification is encouraged.
We thank all applicants for their interest; however only those selected for an interview will be contacted.
A full job description is located on our website at www.nog.ca

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