

**SERVICE MANAGER
1 Permanent Full-Time Position
(\$100,814 to \$122,540)**

Family and Children's Services of Guelph and Wellington County is committed to the decolonization of the child welfare system while remaining focused on the safety and wellbeing of children with their families and kin. This includes challenging and responding to the structural inequalities experienced by families. Fundamental to the work of the Agency are the foundations of Equity, Anti-Oppression, Indigenous Justice, and Trauma in child welfare using the practice models of Signs of Safety and Family Finding.

POSITION SUMMARY:

Service Managers are responsible for leading, supervising, and developing a professional service team in the provision of child protection services based on a sound knowledge of child welfare practice in Ontario. Service Managers know provincial child welfare legislation and its application, provincial standards, and Agency policies and procedures. An overall critical reflection and analysis of Equity and Anti-Oppression, Indigenous Issues in Canada, and the impact of Trauma on those we serve and the team members carrying out the direct practice. The Service Manager will be responsible for leading their team in using the Signs of Safety Practice Model to assess risk, partner with families and their networks to develop and test safety plans and make decisions about the safety and well-being of the children we serve.

QUALIFICATIONS:

- MSW with a minimum 3 year's child welfare experience preferred; or
- BSW or equivalent Bachelor's degree considered in conjunction with a minimum 5 years' child welfare experience
- Lived experience from an equity deserving group is an asset
- Knowledge of the Child, Youth & Family Services Act and Ministry Child Protection Standards
- Demonstrated leadership skills aligned with the Provincial Leadership Competencies
- Knowledge of over-representation and the barriers experienced by marginalized groups, specifically African Canadian/Black and Indigenous communities and 2SLGBTQ+
- Demonstrated understanding of Anti-Oppression, Anti-Black Racism, Anti-Indigenous Racism and work from an Equity framework
- Knowledge, understanding of child and adolescent growth and developmental needs, and familiarity with deviations from usual development patterns
- Skills in assessment, case planning and ongoing intervention planning
- Knowledge and understanding of separation/grief and loss and its impacts on child development.
- Demonstrated collaboration and partnership with others (i.e., projects, initiatives, committees)
- Ability to skillfully use authority
- Strong time-management skills and ability to work effectively under pressure
- Second language is an asset
- Effective interpersonal and communication skills - verbal and written
- Proficiency in using information technology and electronic information systems

If you don't see yourself fully represented in each requirement of the job, we still encourage you to apply. Research has shown individuals from underrepresented groups may only apply when they feel 100% qualified. We are committed to creating a more equitable, inclusive, and diverse organization and we strongly encourage all applicants with diverse identities and lived experiences to apply.

We are committed to creating an accessible environment for all. Please let us know if you have any accommodation needs. This is an existing vacancy and we thank all applicants; however, only those considered for interviews will be contacted.

Qualified individuals are invited to send their resume by **September 28, 2026**, to:

Human Resources

Family & Children's Services of Guelph and Wellington County

employment@fcsgw.org

Posting Date: September 14, 2026