



**Job Title:** Service Manager

**Celebrating Difference. Supporting Individuals.**

Barrantes & Associates Inc. is a respected leader in the social service sector. We are committed to a person-centered, evidence-based, and trauma-informed approach to supporting individuals in both community and residential settings. Our dedicated team develops and delivers individualized programming that enhances quality of life, supports meaningful goal achievement, and honours the unique strengths of every person we serve.

Barrantes & Associates Inc. is currently seeking a Service Manager to fill an open vacancy, playing a critical role in facilitating communication and coordination between staff, families, community team members, and management. This role is responsible for managing day-to-day operations, including scheduling oversight, organizing day programs, ensuring smooth program delivery, and addressing crisis situations that may arise. The Service Manager will act as a key liaison, ensuring that families, staff, and community partners are well-informed, supported, and aligned with the organization's goals and care strategies.

**Key Responsibilities:**

- **Liaison and Communication:**
  - Act as the primary point of contact between families, staff, community team members, and the management team.
  - Ensure clear and consistent communication regarding client care plans, scheduling, and any updates or changes in service delivery.
  - Facilitate regular meetings with families and community teams to review client progress, address concerns, and adjust care plans as necessary.
- **Crisis Management:**
  - Respond promptly and effectively to crisis situations involving clients or staff, providing immediate support and ensuring safety protocols are followed.
  - Develop and implement strategies for crisis prevention and intervention, working closely with staff to ensure they are equipped to handle emergencies.
- **Staff Support and Supervision:**
  - Provide guidance and support to staff, ensuring they are well-informed and prepared to carry out their roles effectively.
  - Assist in training and development efforts, identifying opportunities for staff to improve their skills in client care, crisis management, and communication.



- Monitor staff performance and provide feedback to ensure high-quality service delivery.
- **Family and Community Engagement:**
- Build strong relationships with the families of clients, ensuring their concerns are addressed and their input is incorporated into care plans.
- Collaborate with community partners to expand opportunities for clients and enhance the support network available to them.
- Ensure that the organization remains responsive to the evolving needs of both clients and their families.
- **Documentation and Reporting:**
- Maintain accurate records of client care, incidents, and program outcomes, ensuring compliance with organizational and regulatory standards.
- Prepare and present reports to management, highlighting successes, challenges, and areas for improvement.
- **Scheduling Oversight:**
- Oversee and manage schedules for Barrantes Community clients
- Coordinate assignments by matching clients with Associates to ensure appropriate support.

Qualifications:

- Bachelor's degree in Social Work, Human Services, or a related field.
- Minimum of 3 years of experience in a management or supervisory role within the social services field.
- Strong crisis management skills with a demonstrated ability to remain calm and decisive under pressure.
- Excellent organizational and communication skills, with the ability to effectively manage multiple priorities.
- Experience working with vulnerable populations, including individuals with disabilities or complex care needs.
- Knowledge of relevant legislation, including the CYFSA and MCCSS guidelines, is an asset.
- Strong interpersonal skills with the ability to build and maintain positive relationships with families, staff, and community partners.



- Willing and prepared to participate in internal and external training courses and modules, including but not limited to Safe Management Group training, and other applicable courses.

At Barrantes & Associates Inc., we celebrate individuality and empower people to thrive. We value diversity in all its forms, including ability, race, religion or belief, gender identity, gender expression, age, and other dimensions of identity. Barrantes & Associates Inc. is proud to be an Equal Opportunity Employer.

As part of our recruitment process, Barrantes & Associates Inc. utilizes artificial intelligence (AI) tools to record interviews and generate summaries for review. Final hiring decisions are made by our management team.

Job Type: Full-time

Pay: \$69,000.00-\$75,000.00 per year

Benefits:

- Company events
- Dental care
- Extended health care
- Life insurance
- Vision care