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Job Description **Team Lead – Social Services**

About Roots Community Services

Roots Community Services Inc. (RootsCS) is a charitable organization that provides culturally relevant programs and services to inspire residents in the Region of Peel, primarily from the Black and Caribbean communities, to make positive changes in their lives and within their communities. We aim to assist our clients by providing pathways to achieve their full potential and finding solutions to improve their health, well-being and quality of life.

About the Black Health and Social Services Hub

RootsCS is partnering with LAMP Community Health Centre (LAMP CHC) and the Canadian Mental Health Association Peel Dufferin (CMHA Peel Dufferin) to design, develop and implement an integrated health and social services hub with and for the Black, African and Caribbean (BAC) communities in Peel Region.

The Black Health and Social Services Hub (BHSS Hub) will provide primary health, mental health, addiction and social services programs that will holistically address BAC communities' physical, mental, social and cultural needs, and seek to eliminate disparities and inequities.

To achieve our goals, we are recruiting people passionate about delivering culturally relevant, responsive and affirming care that will inspire individuals to improve their well-being.

Terms of Contract: Full-time position with terms and conditions reviewed annually.
Contract term ends March 31, 2026.
Renewable on April 1 of each year based on funding availability and satisfactory performance.

Hours of Work: 35 hours per week

Start Date: Immediate opening

Compensation: \$65 520 - \$72 800

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The Position

The **Team Lead – Social Services** is responsible for overseeing and guiding a team of social service professionals to provide high-quality support, advocacy, and programs to members of the BAC community. This role involves managing program planning, facilitation, and mentoring of team members to ensure the provision of culturally responsive services, target and service delivery targets, and collaboration with partners.

Major Duties and Responsibilities

These will include but are not limited to:

- Coordinate and supervise the activities of Social Services team members engaged in Social Service delivery for Black Health and Social Services Hub
- Organize and assign duties and tasks to Social Services team members.
- Lead supervision meetings to ensure program fidelity and adherence to the organization's policies and procedures
- Ensure that client services are person-centred, culturally responsive, and trauma-informed
- Monitor the daily performance of Social Services team members to ensure duties are completed accurately, efficiently, and timely
- Assist the Social Services Manager in reviewing and correcting timesheets, reviewing and responding to time off requests
- Coordinate with the Manager of Social Services to evaluate the performance of Social Services team members and conduct verbal and written performance
- Build and maintain relationships with external stakeholders such as community partners, government bodies, and healthcare providers
- Advocate for client needs at various levels
- Maintain accurate records and documentation of service delivery programs and services
- Identify gaps in services and work with the team to recommend program changes.

Skills and Qualifications:

- A Bachelor's Degree in Social Work or Community Development or Adult Education and/or a related discipline
- Progressive management experience in a social service setting
- Minimum of 3 to 5 years experience in program planning within the Social Services sector is required
- Minimum of 3 to 5 years supervision experience is required
- Experience in crisis intervention and conflict resolution skills
- Demonstrated management and staff development with emphasis on coaching, mentoring and leadership, and experience within a team-based environment
- Exceptional leadership, relationship management, facilitation, negotiation and

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- problem-solving skills
- Aptitude for working effectively and sensitively with people from diverse cultural backgrounds
 - Strong understanding of the specialized needs of Black African Caribbean communities who may be experiencing challenges related to anti-Black racism
 - Knowledge of and sensitivity to the lived experiences and diverse needs, identities and backgrounds of the Black population in underserved communities
 - Knowledge of the Black, African, and Caribbean communities, including an understanding of cultural and local programs and services to which to refer clients
 - Understanding of Anti-Oppression and Anti-Racism Framework and ability to integrate it into leadership style
 - Superior interpersonal verbal and written communication skills
 - Ability to work in a fast-paced environment with changing priorities
 - In-depth knowledge of the issues, legislation and regulations affecting program delivery for a range of client demographics
 - Strong computer skills in Google Workspace and Microsoft 365
 - A successful Vulnerable Sector Criminal Records check
 - Valid driver's license, access to a reliable vehicle and relevant insurance
 - Ability to work flexible hours

All employees are expected to participate in special assignments as a team-oriented and inclusive organization. These include fundraising, strategic planning, and other related activities that contribute to the continuous development and expansion of Roots Community Services Inc. Employees are expected to contribute to ongoing department growth and improvement via excellent job performance and proactive communication. Each employee and team are integral to RootsCS' mission.

Please email your application with a cover letter to careers@rootscs.org, with the subject line **Team Lead – Social Services**. Please note that we will review applications as they are submitted until the positions are filled.

We thank all who apply for this position; however, only those candidates selected for an interview will be contacted.