

COMMUNITY LINKS

Job Posting

Support Services Supervisor

1.0 (35 hours/week) position for one year from date of hire

GENERAL DESCRIPTION

The Support Services Supervisor will provide supervision of staff providing the following services: intake, wraparound, seniors, domestic violence counselling, individual, and couples counselling, and assist with program administration and team development.

The Support Services Supervisor will promote and align best practices while working collaboratively with members of interdisciplinary teams and community partners to coordinate the highest quality of service to individuals and families.

KEY RESPONSIBILITIES

Leadership

- Work collaboratively with members of interdisciplinary and management teams
- Respect for differences and inclusiveness of all individuals
- Demonstrate respect, integrity and professional boundaries in all interactions
- Promote agency vision, mission and values with all stakeholders
- Demonstrate collaborative solution focused problem solving
- Manage changes in the working environment
- Work in a dynamic and evolving not-for-profit setting
- Ensure services are culturally sensitive
- Generate reports and statistics in a timely manner
- Manage high levels of stress and practice self-care
- Seek support and consultation when needed
- Promote best practice and standards established by relevant professional associations for staff

Supervision

- Provide monthly supervision and support
- Efficiently triage and manage workload assignment for client suitability and staff workload
- Provide 7 session reviews with Counselling Team
- Provide support to staff during emergencies involving high risk clients
- Provide review of letters for legal requirements
- Conduct individual meetings
- Manage Drop-In schedule
- Participate in team debriefing/consultations
- Monitor case records and other pertinent documentation
- Act as an educational and supportive resource to staff
- Maintain professional and supervisory competencies
- Participate in internal committees
- Provide co-counselling to people of all ages as deemed necessary

Strategic and Operational Planning and Management

- Be supportive of the agency's philosophy and be comfortable with issues related to the work of the agency
- Ensure that the programs and services offered contribute to the organization's vision, mission and values and meet the expectations of its clients, Board and funders/investors`
- Support the implementation of the strategic plan which meets the expectations of key stakeholders

Financial Planning and Management

- Support Fund Development Activities Team (FDAT)
- Participate in and support fundraising initiatives
- Ensure that requests in regards to program supplies, equipment or resources are submitted to Supervisor

Human Resources and Management

- Support and participate in staffing requirements (timesheets and time off requests for Counselling, Family Violence, and Wraparound Services Facilitator)
- Support orientation of new staff
- Coach and mentor staff as appropriate to improve performance and goals
- Complete 1.5 and 3 month probationary reviews for staff
- Complete annual development plans with staff
- Ability to promote, implement and strengthen policies and procedures
- Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness while fostering teamwork
- Assess situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve issues
- Contribute to an ethical and safe environment

Program Planning and Management

- Support a flexible, versatile and/or changing work environment while maintaining effectiveness and efficiency
- Ensure ethical behavior and business practices are consistent with agency standards and align with the values of the organization
- Demonstrate respect for diversity and inclusiveness in program development and implementation with all staff, departments and stakeholders
- Connect community social needs to resources and referrals
- Participate in program audits, quality assurance, evaluation and outcome measurement, research and cost effectiveness
- Participate in groups and workshops when deemed appropriate
- Perform administrative tasks

Community Relations

- Communicate with stakeholders to keep them informed of the work of the organization
- Advocate and work in partnerships with others in and around the community
- Assist in identifying community needs and ways the organization can respond to facilitate positive change in the community
- Establish and maintain positive working relationships and collaborative arrangements with community groups, funders, politicians and other organizations to assist in achieving the goals for the organization

Risk Management

- Identify risks to the organization's people (clients, staff, management and volunteers), property, image and report those risks to Support Services Manager
- Implement existing measures to control those risks
- Timely completion and submission of incident forms when applicable. Follow up on critical incidents and/or situations with Manager, as required, to provide support, ensure proper protocol is followed and minimize future risks
- Ensure agency Health and Safety policies and procedures are strictly adhered to

EDUCATION, SKILL SET, ABILITIES, REQUIREMENTS AND WORKING CONDITIONS

- Masters of Social Work Degree, or equivalent with a minimum of five years in counselling
- Supervisory experience with a minimum of two years of experience supervising staff
- Membership with ACSW or equivalent
- Certification of Supervision in field of counselling is an asset
- Trauma informed
- High energy level, self-motivated, enthusiastic, with the ability to work under pressure
- Strong interest in the community and ethical practice
- Excellent oral and written communication and interpersonal skills
- Ability to motivate and inspire people
- Excellent organization and time management skills
- Professional, proactive, punctual and reliable
- Strong computer skills
- Work independently and as a team player
- Function in a collaborative environment of joint leadership within an interdisciplinary team
- Work flexible hours (may include some evening hours and weekend work)
- Provide supports to rural areas as required
- ASIST (Applied Suicide Intervention Skills Training) and First Aid CPR/AED Level C
- Criminal Record Check & CS Child Intervention Record Check
- Required to stand or sit for extended periods of time during performance of duties
- Travel in all weather and road conditions
- May involve working with clients who present criminal or suicidal tendencies/potential exposure to violence and aggression
- Other duties as assigned

Terms: 35 hours per week; commencing when suitable candidate is found, ending approximately 12 months later.

Please submit your resume with cover letter to: Suzanne Howe, Administrative Services Manager, Community Links, 211 – 125 Main Street NW, Airdrie, AB. T4B 0P7, Fax: 403-945-3901 or e-mail: suzanne@nrvc.ab.ca
To learn more about Community Links please visit our website at www.nrvc.ab.ca
(Note: Only those applicants selected for an interview will be contacted. **No Phone Calls Please**)