



Inner City Youth Housing Project, a joint venture partnership (JVP) of E4C, Bissell Centre, and Boyle Street Community Services, is seeking a dedicated professional eager to join our team. This is an excellent opportunity for a gifted professional to make a significant difference to homeless, at-risk, street-involved youth.

Program Supervisor – Inner City Youth Housing Project (ICYHP)

Youth Services Division

Job Purpose

The Program Supervisor's primary responsibility is to supervise and support the ICYHP frontline F/T team in providing youth with the stability and supports necessary to address issues of homelessness and addictions while coordinating the delivery of safe housing and transitional support programming.

Duties and Responsibilities

Management/Supervisory

- Oversee supervision of all F/T frontline service staff (Transitional Support Workers and Success Coaches) on a weekly basis during the probationary period and biweekly thereafter. Supervision schedule may be increased as deemed necessary (ex: as part of a learning or disciplinary plan).
- Complete, develop and deliver goals, evaluations for frontline staff.
- Develop learning plans or pursue disciplinary action of front line staff in co-ordination with the Program Manager and Human Resources department.
- Determine trends in programming and establish staffing training requirements.
- Review and submit bi-weekly time sheets and expense claims to the Program Manager in a timely manner.
- Serve as a supervisory representative in overseeing the day to day operations of the agency and communicating decisions to front-line team.

Client and Programming

- Oversee and supervise referral/intake process completed by the Program Assistant. Provide support and direction with referrals, screening, and placement decisions.
- Respond to stakeholders (as needed) who access the referral line. Answer any questions, address concerns, offer support as needed.
- Provide support and innovative strategies to youth presenting with multiple barriers.
- Follow up with internal incident reports as required. Provide frontline team with feedback as necessary.
- Write Critical Incident Reports and submit to Program Manager.
- Participation in on-call rotation.
- Attend monthly house meetings as a supervisory representative.
- Make recommendations to improve programming as required.

Administration

- Collect documentation as required for personnel files

- Plan, coordinate, prepare and chair TSW and SC meetings. Review meeting minutes and share with ICYHP leadership team.
- Oversee ICYHP paperwork (i.e. Fire Drills, First Aid, Cleaning Checklists etc.) and youth files to ensure completion and accuracy. Follow up on discrepancies as required.
- Weekly and monthly occupancy reporting to CFSA.
- Collect and compile youth statistics required for reporting.
- Respond to grievances made as outlined in Policy and Procedures
- Attend and participate in leadership meetings
- Meet with database provider to ensure database is meeting the needs of ICYHP and operating at its' full capacity.
- Over see programming to ensure accreditation standards, legislation and bylaws are met.
- Facilitate review processes to ensure accuracy in ICYHP documentation (IR review, TSW review etc.) Compile/submit reports (file audits, IR reviews, etc.) as required
- Provide input, recommendations, feedback to all ICYHP documentation (policy, job descriptions etc.)
- Purchasing programming inventory, debit card reconciliation, as required.
- Approve vacation requests and complete vacation trackers, as required.

Community Development

- Build and maintain a strong working relationship with colleagues and clients.
- Create and maintain positive working relationships with other housing and community service providers.
- Attend Inter agency and committee meetings as requested by the Program Manager
- Maintain positive relationships with community members (neighbors, visitors, etc.) and report significant issues/incidents to Program Manager.
- Facilitate tours (external/internal) as requested.
- Facilitate presentations to outside agencies and professionals as required

To provide additional support to the program as needed, which may include, but is not limited to:

- Responding to requests for service.
- Delegation of administrative duties by Program Manager.
- Adhere to and implement the ICYHP Policies and Procedures and HR and Finance Policy.
- Ensure that ICYHP practice and polices are aligned with accreditation requirements
- Other duties may be assigned as needed.

Qualifications

Preferred

- Bachelor level degree in human services and / or at least 4 years of related experience.
- One year of supervisory experience, additional years of experience is an asset.
- Strong interpersonal, communication, teamwork, leadership and organizational skills; non-judgmental, empathetic, flexible and the ability to work with initiative and independence.
- Class 5 Driver's License with a clean driving record, use of personal vehicle.
- Security Clearance and Child and Youth Intervention Module Check required.
- Standard First Aid and CPR and Suicide Intervention certifications required.
- Knowledge of sexual exploitation, abuse, addictions, mental health, homelessness, inner city, and aboriginal issues.
- Aptitude and skill in computer use and database entry.

Working Conditions

This position is a Full-Time position Monday to Friday. Hours of the position are 9am-5pm. May require occasional house coverage. Will be required to be flexible to attend house meetings and available to cover on-call requirements.

Physical Requirements

- The work requires periods of light physical exertion associated with prolonged sitting with limited freedom of movement
- Periodically handling/moving office/Agency materials and equipment.
- Limited to moderate degree of mental/visual effort required

Direct Reports

Success Coaches (5 staff)

Salary Scale

Starting: \$22.47/hour

Please submit your résumé to:

E-mail: youthhr@e4calberta.org

Fax: 780.425.5911

We thank all applicants for their interest, however, only those selected for an interview will be contacted.