

External Job Posting:

Community Services Supervisor
Two Positions Available

AGENCY OVERVIEW:

Carizon Family and Community Services specializes in children's mental health, youth engagement and development, family violence services, individual and family counselling, parental support and education, credit counselling, workplace resilience, settlement support and community wellness.

POSITION OVERVIEW:

The Community Services Supervisor is passionate about children, youth and families and is focused on providing supports that allow people to thrive in their community. The Community Services Supervisor is responsible for the supervision of staff and the oversight of all programs and activities within their portfolio. They are responsible for ensuring operations align with all applicable legislation, Carizon strategic plan, funder reporting requirements, best practice, and professional standards. Lastly, they collaborate with others for the successful planning, implementation, evaluation and ongoing development of the related supports provided through the Community Services department.

As a member of the Community Services leadership team, the Supervisor reports to one of the Managers within Community Services Department.

This job **requires** evening hours, some weekend work and from time to time work hours beyond the regular work schedule.

RESPONSIBILITIES:

- Provide regular individual supervision to direct reports, including coaching, mentoring, training and performance management
- Facilitate team meetings and working groups in collaboration with Manager
- Oversee day-to-day program operations within the community
- Provide on-call support to the program on a rotating basis
- Ensure program quality through effective programming, program evaluation and the maintenance of accurate and complete client records
- Supervise the quality of the Programs, ensuring that they provide a continuum of supports, that all components are age and outcome appropriate, and that they promote continuing development of children, youth and families
- Regular review and audit staff case notes, and client files.
- Be responsible for human resource activities including recruiting, selecting, hiring, orientation and professional development of direct reports in collaboration with Community Services leadership
- Complete annual performance reviews, in accordance with agency policies, with direct reports
- Support the staff in their outreach to potential and established community partners, and manage ongoing partner relationships
- Ensure smooth functioning of all systems supporting the Programs (e.g. facilities, scheduling, attendance, incident reporting and resolution, etc.)
- Participate in the planning and delivery of agency and program-wide events such as graduation, parent nights, registrations, volunteer training and appreciation, community events, and/or partnership events
- Work collaboratively with program staff to develop site/program-specific safety and security procedures

- Work closely with other program/agency staff to facilitate volunteer training and provide on-going volunteer supports
- Provide Health and Safety Leadership to the department. Ensure a healthy and safe workplace for staff in accordance with the Occupational Health and Safety Act (OHSA)

REQUIRED CREDENTIALS:

- A Bachelor’s Degree or equivalent, in area related to children, youth and families , including but not limited to social work, community development, social services, education, or recreation
- Minimum of five (5) years of professional experience including experience working with children, youth and families who have complex needs, such as trauma and a variety of mental health challenges
- Minimum of three (3) years of supervisory (or management) experience, including both supervision of staff, program development, team building, and quality/evaluation
- A knowledge and understanding of community development and health equity work
- Knowledge of approaches to providing support to youth with special needs, youth at risk and youth from low-income and/or culturally diverse communities.
- Detailed knowledge of the school system as well as an understanding of the strengths, capacities, barriers and challenges faced by students in the program
- Knowledge of community and social service resources, particular services which can support their individual emotional and social development
- Other languages an asset, specifically languages of the community
- Experience providing clinical supervision would be considered an asset

HOW TO APPLY:

Interested applicants are invited to submit their resume (in confidence), before 4:00 p.m. on the last day of this posting to: Human Resources via email: hr@carizon.ca, quoting the competition number in the cover letter and email subject line. *We request that candidates please send their cover letter and resume together as one combined document (Word.doc, PDF etc.).*

**Carizon is an equal opportunity employer and supports workforce diversity. At Carizon, we believe that diversity enriches our performance, clients, services offered, the communities where we live and work, and the lives of our employees. Should you require accommodation during the recruitment process, please contact Human Resources (hr@carizon.ca). While we thank all applicants for their interest, only those candidates selected for an interview will be contacted.*

<p><u>SALARY:</u> Management Grade B \$25.38 to \$32.96 per hour</p>	<p><u>STATUS:</u> Permanent, full-time</p>	<p><u>COMPETITION NUMBER:</u> 20-19 (NUC-18)</p>
<p><u>LOCATION:</u> Kitchener/Waterloo</p>	<p><u>HOURS OF WORK:</u> 35 hours/week</p>	<p><u>POSTING PERIOD:</u> April 5-18, 2019</p>
<p><u>EMPLOYEE GROUP:</u> Non- Union</p>	<p><u>SCHEDULE:</u> TBD</p>	<p><u>START DATE:</u> TBD</p>