



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/19

Supervisor Programs

Job ID	B8-F9-B0-D3-9F-11	
Web Address	https://careers.indigenous.link/viewjob?jobname=B8-F9-B0-D3-9F-11	
Company	City Of Toronto	
Location	Toronto (Outside Quebec), Ontario	
Date Posted	From: 2021-10-20	To: 2021-11-19
Job	Type: Fixed-term	Category: Public Administration
Job Salary	\$88,979.80 - \$104,540.80, TTM0400, Wage Grade 6.5/ 35 hours	
	per week	
Languages	English	

Description

Job ID: 21788

Job Category: Community & Social Services

Division & Section: Shelter, Support & Housing Admin, SSHA Homelessness Init & Prevention Services

Work Location(s): Various - see below

Job Type & Duration: 4 Temporary (6, 8 and two 12 month) vacancies

Shift Information: Monday to Friday, 35 hours per week|

Affiliation: Non-Union

Number of Positions Open: 4

Posting Period: 19-Oct-2021 to 28-Oct-2021

The Shelter, Support & Housing Administration Division is hiring four (4) Supervisor Programs within the Homelessness Initiatives & Prevention Services section.

Women's Residence & Robertson House Portfolios â€" 2 vacancies

This portfolio provides emergency shelter and assistance to homeless individuals and families with children. Some of the shelters in this portfolio are pet-friendly.

Central Intake â€" 1 vacancy

Central Intake is 24/7 high volume call centre that provides over the phone referrals for callers seeking emergency accommodations and resources for homelessness services.

COVID-19 Recovery and Isolation Program â€" 1 vacancy

As part of the City's Response to COVID-19, SSHA, and in collaboration with Parkdale Queen West CHC, The Neighbourhood Group (TNG), and Inner City Health Associates (ICHA), the Recovery and Isolation program is an isolation/recovery program for individuals and families who experience homelessness. This unit is a pet-friendly unit.

Major Responsibilities

Are you ready to take on a leadership role that will impact Torontoâ€™s most vulnerable populations If so, bring your expertise to the City of Toronto as Supervisor, Programs within the

Shelter, Support & Housing Administration Division.

As Program Supervisor, you will be responsible for meeting the needs of client and community agency partners in a client-focused, inclusive manner that supports the service plan, policies and procedures developed by the Division, and the City. This is an exciting opportunity to utilize your supervisory skills, as well as your understanding of the needs and barriers experienced by newcomers, families, people who use drugs, youth, Indigenous communities, people living in encampments, persons with mental illness, and those in need of income supports. You must show a demonstrated commitment to inclusivity and diversity.

Your primary responsibilities as a Program Supervisor will be varied, but you will be expected to:

- â€¢ Implement detailed plans and recommend policies/procedures regarding program-specific requirements while embracing harm reduction and anti-oppression approaches to service delivery
- â€¢ Monitor system service, ensuring compliance with the shelter standards, financial and reporting obligations, operating agreement and any other relevant guidelines and regulations
- â€¢ Foster leadership skills, accountability and competency skills development within front-line management staff
- â€¢ Supervise, Motive and train unionized and non-unionized staff, including students on placement and volunteers, ensuring effective teamwork, high standards of work quality and organizational performance, and continuous learning, and encouraging innovation in others
- â€¢ Supervise the day-to-day operation of all assigned staff, including scheduling, assigning and reviewing work, authorizing and coordinating vacation and overtime requests, monitoring and evaluating front-line staff performance, approving salary increments, hearing grievances and recommending disciplinary action when necessary
- â€¢ Provide input into, and administer, assigned budget, ensuring that expenditures are controlled and maintained within approved budget limitations as it relates to the shelter's program matters
- â€¢ Oversee the quality and compliance of established and new contracts supporting services to clients, including refugee/asylum claimants
- â€¢ Contribute to the multi-year service planning process for their programs
- â€¢ Liaise with internal and external stakeholders, such as outside agencies, health care and government services in partnership with, or through the supervision of, multidisciplinary work teams to provide coordinated service delivery for clients
- â€¢ Represent the Division in meetings with other divisional representatives and service providers, other orders of government and funders, and support strategic divisional and corporate initiatives, as required
- â€¢ Monitor program operations and developments/emerging trends within the drop-in sector, shelter systems and community-based services, plan/coordinate service delivery and develop new partnerships to close program gaps
- â€¢ Employ a Housing First framework in all aspects of service delivery in the shelter
- â€¢ Promote and implement harm reduction-based programming and policies
- â€¢ Monitor performance of community agency staff, providing comments as part of a program review
- â€¢ Ensure that staff members in the program are trained in appropriate methods/techniques via individual sessions based on the changing needs of the clients
- â€¢ Provide guidance to staff on the interpretation of relevant legislation and policy, and determine training needs based on the changing needs of the clients

- Ensure that files and shift records are properly maintained through regular review
- Ensure that program service delivery goals are met, complete client/program needs assessments, identifying performance/program objectives and establishing service evaluations, and report to Shelter Managers
- Assist in the development of data systems and performance measures for the assigned program unit(s) to identify emerging trends, and demographics, and establish program benchmarks
- Assist with and/or resolve client complaints/issues, liaising with other City staff, as required
- Be responsible for facilities management, including writing Requests for Quotations, seeking same and liaising with contractors
- Develop/implement operating systems/procedures in accordance with the Shelter Standards and Division goals/objectives
- Ensure that all City policies and procedures, including financial policies/procedures, are uniformly understood and properly implemented by all staff
- Propose programming innovations and improvements to client growth and independence, that are cost effective, reflect changing realities and enhance the shelter's and City of Toronto goals
- Analyze, and plan for, short- and long-range staffing and organization requirements, making recommendations for the efficiency and cost effectiveness of the program unit's operations
- Coordinate and/or facilitate multidisciplinary case conferences, workshops, information sessions, meetings and special events, ensuring that both client and staff needs are met
- Assist with research studies of the program unit(s) and carry out needs assessments and program evaluations, as required
- Assist the Manager in community outreach, public education and the development, coordination, and monitoring of community partnerships
- Negotiate, along with the Manager, contractual arrangements with third-party organizations
- Ensure that the program(s) are stocked with all operating supplies and receives effective maintenance services
- Conduct critical incident management, including investigation, debriefing and reporting
- Coordinate with Public Health regarding effective communicable diseases strategies and responses to infectious diseases outbreaks
- Ensure compliance with safety and security matters under Occupational Health and Safety legislation and divisional safety and security policies, including workplace accommodations

Key Qualifications:

1. Post-secondary education in a discipline pertinent to this work, or an equivalent combination of education and experience.
2. Considerable supervisory experience in a social services and human services environment.
3. Considerable experience in the planning, development, and implementation of programs that address the complex needs and characteristics of the homeless population.
4. Considerable experience in leadership commitment to harm reduction and anti-oppression service delivery.
5. Experience managing administrative and financial activities associated with institutional operations, ensuring compliance with legislative guidelines and policies through continuous monitoring and evaluation.
6. Experience developing partnerships amongst staff, clients and community agencies.
7. A good understanding and knowledge of the unique needs and barriers experienced by

newcomers, refugee/asylum claimants, is an asset.

8. Knowledge of current issues and trends in the aging populations, homelessness, social work, social housing, mental health, addiction, harm reduction, community funding, municipal trends and policies, and related legislation.

9. Knowledge of the health care needs or characteristics of aging populations.

10. Knowledge and understanding of the needs and barriers experienced by Indigenous communities, youth, persons with mental illness, and persons with addictions and income supports, as well as appropriate best practices for program implementation to improve conditions and end homelessness for the underserved client populations.

11. Knowledge of statistical methods of data collection and analysis.

12. Knowledge of the Collective Agreements, Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Personal Health Information Protection Act (PHIPA), Employment Standards Act, Shelter Standards and other relevant legislation.

13. Knowledge of government legislation in the area of Occupational Health and Safety.

14. Ability to travel within Toronto and outside Toronto, as required. Possession of valid G license and access to a vehicle would be an asset.

15. Ability to communicate effectively, both orally and in writing, at a supervisory level.

16. Ability to manage, negotiate and achieve consensus amongst external stakeholders (i.e., community and government agencies) with varying and differing objectives.

17. Ability to work flexible hours, including weekends and evenings.

18. Ability to lead, motivate, coach and develop individuals and teams.

19. Ability to use a variety of computer applications (i.e., Microsoft Office 2013) and automated systems.

20. Highly developed skills in conflict resolution, alternate dispute resolution techniques, problem-solving, facilitation and communication.

21. Customer service skills working with clients, service providers, the public and/or staff to address service inquiries, requests and/or complaints.

22. A Police Reference Check may be required as a condition of employment.

Work Location Information:

• Women's Residence Portfolio (674 Dundas St W)

• Robertson House Portfolio (291 Sherbourne St.)

• COVID-19 Recovery and Isolation Program (2180 Islington Ave)

• Central Intake

Note: All City of Toronto employees are required to be fully vaccinated as a condition of hire in accordance with the City's Mandatory Vaccination Policy.

Toronto is home to more than 2.9 million people whose diversity and experiences make this great city Canada's leading economic engine and one of the world's most diverse and livable cities. As the fourth largest city in North America, Toronto is a global leader in technology, finance, film, music, culture, and innovation, and consistently places at the top of international rankings due to investments championed by its government, residents and businesses. For more information, visit jobs.toronto.ca or follow us on Twitter at [Twitter.com/CityTOjobs](https://twitter.com/CityTOjobs), on LinkedIn at [Linkedin.com/company/city-of-toronto](https://www.linkedin.com/company/city-of-toronto) or on Facebook at [Facebook.com/CityTOjobs](https://www.facebook.com/CityTOjobs).

How to Apply

Click "Apply Now"

For more information on this and other opportunities with the City of Toronto, visit us online by clicking [Apply Now](#). To apply online, submit your resume, quoting Job ID 21788, by October 28, 2021.

Equity, Diversity and Inclusion

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City's commitment to employment equity.

Accommodation

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during the application process is available upon request. Learn more about the City's Hiring Policies and Accommodation Process