



# You're a calm, focused operator...

## TEAM LEAD, TRANSITIONAL HOUSING 1.0 FTE (1 YEAR TERM)

You've mastered your work in the area of direct client care and love the type of role where you get to lead and support team members to soar in a profession you're passionate about. You're a problem solver, an advocate, a coach, and great communicator. Your organizational skills and experience allows you to be calm under pressure, think critically and lead from a thoughtful place. You know a great team doesn't just happen and you get energy from being a key contributor to creating an environment where everyone can do their best work. This role needs to align and work seamlessly with the program supervisor. Harmony and singing from the same song sheet is critical.

## WHAT MOVES YOU

- Using your skills, connections, passion and supporting women to lead their most extraordinary lives possible
- Being focused, organized and having team members and clients achieve their goals
- Being compassionate and caring and still deliver strong program outcomes; what you achieve and how you achieve are both important
- Unleashing your continuous improvement spirit to refine and change processes, approaches
- Dealing with emergent issues/crisis but not leading from a place of crisis
- Being empowered and taking the initiative in program delivery

## WHAT YOU'LL DO

- Support the Program Supervisor of Transitional Housing as the first point of contact for employees
- Work with clients directly as capacity and program needs change
- Adhere to the documentation expectations of the program
- Ensure that the team schedule is complete and up to date at all times

## WHAT YOU'VE DONE

- Have your BSW, MSW or applicable diploma/degree in Human Services
- 1-2 years supervisory or leading others
- Knowledge of issues specific to women experiencing homelessness including poverty, trauma, domestic violence, additions and mental health
- Case Management expertise
- Competency working with diverse population

**If you want to work to change lives, we want to meet you.**

Please check out the following link for a full job description:

Competition Number: [2017078](#)

[www.ywcalgary.ca/work-with-us](http://www.ywcalgary.ca/work-with-us)

Apply today with covering letter, salary expectations and resume to [careers@ywcalgary.ca](mailto:careers@ywcalgary.ca)