

SUPERVISOR, TRANSITIONAL HOUSING

Supervisor, Transitional Housing (1 FTE)

The Transitional Housing team provides relevant information, referrals, and support to women who have experienced housing instability or homelessness. The Supervisor supports the Program Manager in the delivery of these residential services to clients. They oversee day-to-day operations of the department and provide guidance and leadership to Transitional Housing staff.

WHAT MOVES YOU

- Impacting the lives of women with complex psychological, social and emotional issues.
- Achieving results through the development and support of a team.
- Knowing that although we might work with people experiencing crisis we don't work in crisis

WHAT YOU'LL DO

- Provide direction and guidance to staff so they deliver support and services in alignment with professional and program standards.
- Monitor and coordinate services including intake, assessment, case planning, intervention, safety planning and evaluation.
- Administer referrals, waitlists, records, staff schedules, etc.
- Plan and coordinate team meetings, staff development, lead recruitment, and performance management processes.
- Identifies and resolves ethical, clinical, and systemic issues.
- Provide consistent and thorough communication to the Program Manager with staffing and programming concerns.
- Routinely audit client files for quality and adherence to policy.
- Schedule relief staff to fill open shifts and participate in the on-call system.

Note: This role works Mondays – Fridays from 12:00pm to 8:00pm but might require some evening and weekend work.

WHAT YOU'VE DONE

- Degree in healthcare administration, human services, or social work. Registration with the appropriate regulatory body is required.
- At least five years of relevant experience.
- Minimum two years working in a supervisory capacity.
- Specialist skills working with women who have experienced homelessness, mental health, addictions, trauma;
- Strong knowledge of resources specific to mental health and substance use.
- Current First Aid and CPR required.
- Analytical and critical thinker who is driven by results and able to establish priorities and balance competing demands.
- Excellent communication and presentation skills

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

Competition Number: **2021032**

Deadline: **May 14, 2021**

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Apply today with resume, covering letter and salary expectations to careers@ywcalgary.ca

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