



PROGRAM SUPERVISOR, FAMILY ACCESS SERVICES & CHILD SUPPORT

SUPERVISOR, FAMILY ACCESS SERVICES & CHILD SUPPORT (1.0 FTE)

The program supervisor is responsible for overseeing the day-to-day operations of the programs to offer effective, evidence-based programming to families and children in service of promoting healthy development, healthy relationships, and prevention of domestic violence. This role is to provide direct supervisory support and leadership to front-line staff to develop and inspire strong, effective and cohesive teams while ensuring service delivery is consistent.

WHAT MOVES YOU

- You love to lead and inspire people to do their very best in pursuit of a common mission.
- You approach your work and others through the lens of equity, diversity and inclusivity.
- You are independently motivated and prioritize effectively to handle multiple tasks
- You pride yourself on delivering high quality work that contributes to program effectiveness

WHAT YOU'LL DO

- Coordinate, supervise and delegate tasks to direct reports to ensure smooth day-to-day operations
- Schedule ample time for direct supervision, support and active observation with feedback to Team
- Conduct performance reviews with team members and provide feedback and learning opportunities
- Develop agendas, facilitate team meetings and ensure teams are updated on any changes
- Ensure team members have tools, materials and supplies necessary to perform their job duties
- Develop, monitor and update program policies and procedures, as well as program documentation
- Maintain relationship with licensing officer, be present for inspections and remediate any non-compliances, and licensing reporting.
- Identify strong performers for succession planning purposes and coach or mentor low performers
- Ensure staffing levels are adequate and consistent in programs and initiate recruitment activities
- Manage and approve time off requests and bi-weekly payroll submissions for team members

WHAT YOU'VE DONE

- Bachelor's degree in Human Services, Social Work, or equivalent.
- Alberta Childcare Certification field is an asset.
- Three years' experience in a supervisory role.
- Knowledgeable and current with licensing and health standards for childcare.
- Knowledge of early childhood development and strengths and barriers related to parenting.
- Knowledge of family violence, trauma, family dynamics and custody, access issues and family court system.
- Competency in the assessment and management of risk, creative problem-solving and innovative approaches to program development
- Demonstrated strong practical and theoretical understanding of parenting and family violence.
- Able to create an environment of trust, respect, creativity, and safety for growth and excellence.
- ASIST, Nonviolent Crisis Intervention, Brain Story, First Aid and CPR required.

As a condition of employment, YW Calgary requires the successful candidate to be fully vaccinated. Where the candidate has not obtained the vaccine, the candidate will be considered on an exceptional case by case basis; YW Calgary will adhere with its obligations under the Alberta Human Rights Act.

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

Competition Number: **2022004**

Deadline: **January 28, 2021**

www.ywcalgary.ca/work-with-us

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

YW Calgary is committed to providing an equitable, diverse and inclusive workplace where all employees, clients and volunteers, whatever their gender, race, ethnicity, national origin, age, sexual orientation or identity, education, and/or disability, feel valued and respected.