



DIRECT SERVICES, SUPERVISOR - OUTREACH

About Yellow Brick House

Yellow Brick House is a leading provider of life-saving services to women, families and children who have experienced violence and abuse. We offer emergency shelter, individual, group and child counselling, legal support services, transitional housing support, and public education programs.

POSITION OVERVIEW

This position is responsible for the coordination of all direct service personnel and program services. The Supervisor provides general administration and organization of the front-line services, in accordance with established policies. The Supervisor provides direct supervision and oversees the development and evaluation of staff.

RESPONSIBILITIES

Supervision and Direct Services:

- Assists with the daily operations and supervision of program services to survivors and their children ensuring objectives and mandates are followed in consultation with Manager of Direct Services.
- Creates an environment conducive to professional staff growth to promote recruitment, performance assessments, development plans, retention, onboarding, orientation, disciplinary correction, training gaps, and quality client care.
- Facilitates and/or participates in coordination of interdisciplinary committee/team meetings to provide an exchange of information sharing and problem solving.
- Supports a growth culture and ensures the profitability of the agency through the responsible use of company resources and education to the community regarding our services. Assists with program budgets for all program services and review expenditures.
- Assigns and monitors workloads of direct reports.
- Adjusts staff schedules and assignments as needed to ensure continuity of client service.
- Responsible to maintain all program records, and in conjunction with other staff, will prepare or assist in the preparation of grant applications, grant activity reports, and all statistical records.
- Provide case consultation regarding program needs and individual client needs.
- Maintain, strengthen, and form community relationships.
- Responsible for interviewing, hiring, and onboarding new direct service staff.
- Attend community meetings as needed and provide feedback to appropriate staff members.
- Provide direction and supervision of special projects, speaking engagements, and interns.
- Collaborates with staff to determine appropriate services for clients
- Prepare agendas and facilitate team meetings
- Reviews all client support letters
- Monitors client files and staff logging and completes documentation audits.
- Approves staff vacation and other such requests ensuring appropriate labour coverage
- Must be able to have a flexible work schedule
- Participate in rotational on-call roster
- Provide supervisory support in the absence of the Direct Services Shelter counsellor as required.

- Keep Manager updated regarding staff activities

Maintenance and Administration:

- Follow the duties and responsibilities specified under the Occupational Health & Safety Act Sections 28
- Ensure adherence to established safety, quality, compliance, policy, and housekeeping standards and participate in the continuous improvement process
- Monitors the safety and security of clients.
- Attends mandatory and development training as required
- Accountable for petty cash
- Ensures that appropriate and adequate statistics are maintained by staff
- Attends community committee meetings as assigned
- Collaborates with the Manager, Direct Services in the development and monitoring the program budget.
- Collaborates with the management team, and contributes to the planning and achievement of longer-term agency goals and objectives
- Oversees staff schedule and the approval of time sheets including associated time related benefits
- Oversees and maintains program KPIs, statistics and completes funding/grant reports as necessary
- Submits monthly report on program activities to the Manager, Direct Services
- Participates in management and board meetings as required
- Maintains a professional, positive approach at all times.
- Demonstrates a commitment to continuous learning in order to ensure the delivery of high-quality services by keeping up to date on issues relating to violence against women and methods of intervention
- Fosters and maintains an anti-oppression environment
- Oversees the supervision of students
- Enhances personal awareness of new developments and issues in the violence against women field
- Other duties as required

Engagement

- Communicate fully and openly with supervision; keeping manager fully informed of relevant Board and staff member information
- Active positive participation in regular team meetings
- Maintain a positive approach and a professional manner at all times
- Participates in internal/external committees as required
- Other duties as assigned

PERFORMANCE MEASURES

- Direct Service Key Performance Measures
- Maintaining the appropriate level of client statistics
- Staff engagement

QUALIFICATIONS REQUIRED

- Completion of a clinically supervised undergraduate or graduate degree from an accredited university (e.g., BSW, MSW)
- 3-5 years previous experience in the field, working with and advocating for women and children who are victims of abuse
- Demonstrated experience - 2 to 3 years minimum, supervision experience.
- Demonstrated knowledge and understanding of abuse/violence against women and children

- A current police vulnerable sector screening (VSS) is required by the successful candidate prior to hiring
- Valid Driver's License and confirmation of \$1M liability insurance – is this required if the position doesn't have travel

SKILLS REQUIRED

- Familiar and comfortable with technology-assisted platforms, specifically video conferencing using MS teams, Zoom, etc.
- Computer proficiency in Microsoft Office, Google Docs, Internet, Word and other standard platforms.
- Fluency in other languages would be an asset.

CORE COMPETENCIES

- Strong accountability: follows through on commitments, and ability to work under pressure within the context of the team structure and atmosphere.
- Ability to deal effectively with job related stress and handle crisis situations effectively, both in person and by telephone.
- Ability to work within an anti-oppressive framework
- Ability to deliver culturally appropriate services in a multicultural environment.
- Adapts to change quickly and easily
- Ability to generate trust and credibility
- Ability to provide guidance, strengthen knowledge, skills and abilities to improve personnel and organizational performance.
- Demonstrated ability to communicate to target audiences to achieve desired results
- Ability to actively seek opinions and ideas from people of varied background and experiences to improve decisions.
- Ability to handle multiple projects simultaneously

Yellow Brick House would like to thank all applicants for their interests; however only those selected for an interview will be contacted.

Yellow Brick House is an equal opportunity employer, and we will accommodate your needs under the Ontario Human Rights Code. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. Should any applicant require accommodation through the application, interview or selection processes, please contact the Human Resources Department for assistance.

Please be advised that in order to be eligible for employment at Yellow Brick House, all new hires must have received the full series of a COVID-19 vaccine or combination of COVID-19 vaccines approved by Health Canada (e.g., two doses of a two-dose vaccine series, or one dose of a single-dose vaccine series); AND have received the final dose of the COVID-19 vaccine at least 14 days prior to the hired employee's first date of employment. Medical exemptions or any other kind of requested exemption based upon the Yellow Brick House's obligations pursuant to the Ontario Human Rights Code will be considered on a case-by-case basis.

Please submit your resume to jobs@yellowbrickhouse.org