



**Support, every step of the way**

## **JOB POSTING**

**Job Title:** Supervisor

**Job Posting #:** 827

**Program:** Special Care Unit

**Effective Date:** A.S.A.P.

**Posting Date:** June 16, 2016

**Posting Closing:** June 23, 2016

**Status:** Permanent, Full-time, Union

**Location:** 52 Catharine St. North

**Shift:** To be determined; will include evenings and weekends as required

**Responsible to:** Director Specialized Residential Services.

### **Purpose:**

Provide day-to-day oversight and support to a team of Client Care Workers who provide support to individuals in a managed alcohol program, living with acute alcohol dependency and related health and mental health issues. The program operates on a residential harm reduction approach to service delivery 24 hours per day; 7 days per week. This position is responsible to ensure assessments and intakes are completed and care and discharge plans are current and adhered to for each client. Position will also develop, promote and deliver a variety of therapeutic and/or social/ recreational group activities and life skills development opportunities.

### **Duties:**

1. Provide leadership to the team in provision of case management and support services to the program's clients.
2. Work collaboratively with a multi-disciplinary team of internal and external regulated and unregulated health professionals to ensure client access to required supports.
3. Provide orientation for all new Special Care Unit staff and track the completion of each staff orientation.
4. Provide input into / conduct probationary and annual performance management processes.
5. Create and manage staff schedules and relief lists.
6. Ensure coverage and adequate staffing at all times including times of staff absence both planned and unexpected.
7. Be the first point of contact for staff communication including staff sick time, including on-call responsibilities as required.
8. Report any program or facility deficiencies to the Director in a timely manner.

9. Take a proactive approach to program operation and responsibility for leading the team and assisting staff with decisions and direction.
10. Collaborate with community partners to ensure client access to community based supports.
11. Complete social/recreational and life skills based assessments, goal planning, and appropriate referrals of clients to facilitate client movement through the program to independent living.
12. Develop, implement, and facilitate social/recreational and life skills based activities for clients that support improving clients' self-efficacy/self-esteem, coping skills and overall abilities to live independently and ensure activity schedule is planned in advance and up to date.
13. Proactively engage individual clients to assess their readiness, motivation and confidence to move towards independence and stability with respect to social/recreational and life skills based activities and programming.
14. Accompany clients in the community related to social/recreational and life skills based activities and programming.
15. In coordination with Directs develops program assessments, goal planning, and appropriate referrals of clients to facilitate client movement through the program and connection to community resources.
16. Document, as required, within individual client files and program communication logs.
17. Respond according to program protocols to emergency or crisis situations.
18. Attend and participate in all relevant staff meetings and training opportunities, as requested.
19. Develop and provide aftercare support within the community to clients who have transitioned through the program related to social/recreational and life skills based activities and supporting client independence.
20. Provide administrative support as required.
21. Other duties as assigned.

**Qualifications:**

1. Post-secondary degree in Social Work (BSW) and registered or qualified to with the college of social work.
2. Experience in effectively working with marginalized populations experiencing homelessness, addictions and/or mental health issues.
3. Experience working from a harm reduction perspective, and a demonstrated ability to form rapport with target population.
4. Experience in the planning, preparation of social and recreational activities including meals and food handling.
5. Strong administrative and planning skills and a demonstrated ability to effectively plan a calendar of events and activities for individuals and large groups within a 24/7 program.
6. Experience providing client-centered services within a multi-disciplinary team of providers.
7. Excellent communication and documentation skills.
8. Must be willing to work in a job which requires patience and flexibility.
9. Non violent crisis intervention; first aid/CPR; and Food Safe Handler training certification.
10. Must be able to meet travel requirements of the job, assisting clients in the community with social/recreational and life skills based activities and programming.
11. Must be available to work weekends as required in support of a 24/7 program.

**Core Competencies:**

Customer Service

1. Builds constructive relationships characterized by a high level of acceptance, cooperation and mutual respect;
2. Helps to create and contributes to a work environment that embraces and appreciates diversity;
3. Values and respects the internal and external customers to the organization.

#### Accountability

1. Takes personal responsibility for the quality and timeliness of their work, and team work;
2. Believes, respects and adheres to the vision, mission and values of Wesley Urban Ministries.

#### Commitment

1. Demonstrates an understanding of Wesley Urban Ministries Mission, Vision and Values through service delivery approach;
2. Acts with integrity;
3. Demonstrates a knowledge of the code of ethics of working in social services;
4. Adapts to changing program requirements, conditions and work responsibilities.

Interested applicants please send resumes including cover letter to: [hr@wesley.ca](mailto:hr@wesley.ca)

Wesley Urban Ministries is an equal opportunity employer which embraces diversity. We encourage applications from all qualified applicants. Only candidates selected for an interview will be contacted. No phone calls please. More information about Wesley can be found on our website at [www.wesley.ca](http://www.wesley.ca)