



**Support, every step of the way**

**INTERNAL JOB POSTING**

**Job Title:** Supervisor

**Program:** Wesley Live Well Program - Brantford

**Classification Level:** E

**Posting Date:** April 23, 2018

**Status:** Permanent, full-time, union

**Responsible to:** Director, Wesley Live Well - Brantford

**Location:** Brantford with mobility within the community

**Job Posting #:** 960

**Rate of Pay:** \$23.88/hour

**Effective Day:** ASAP

**Posting Closing:** May 7, 2018 @4PM

**Purpose:** Supervise an integrated housing supports team that includes a youth housing first program, a team of intensive case managers delivering supports on site and program specialists ensuring adherence to housing first criteria, and achieving program outcomes as defined by the funders, the City of Brantford and Province of Ontario

**Duties:**

1. Provide leadership, advise, coach mentor the Case Management team in the provision of youth housing first and place based intensive case management and support services to complex individuals.
2. Lead, monitor, ensure team activities comply with intensive case management housing first model as defined by the City of Brantford and Province of Ontario
3. Represent Wesley Urban Ministries and Wesley Live Well on a regular basis with direct program partners advising and holding them accountable to defined program entry criteria through direct contact with partners and eligible clients
4. Plan, schedule, coordinate and evaluate programs, within a specified budget, that are geared towards increasing self-efficacy, coping and life management skills and improving the physical and emotional health of participants according to criteria established by funder.
5. Conduct regular case load reviews with each Case Manager to ensure staff: meet intensive case management criteria; implement and monitor case plans and safety plans; assist program participants with securing appropriate housing; facilitate access to, income support programs, support services, medical and addictions services, education, training, volunteer work, or employment and other services as required; conduct regular visits to participant's homes or other locations in the community; coordinate appropriate services in accordance with intensive case management.
6. Provides program leadership in: outreach, engagement, application assistance and pre-screening; identifying and linking program participants to potential housing options appropriate tenant placement and eviction prevention strategies.

7. Ensure team members consistent use and understanding of acuity scales, VI-SPDAT, SPDAT and those deemed appropriate for program use according to City of Brantford requirements.
8. Facilitate, assist and mentor staff to form trust based relationships with participants based on trust and empowerment.
9. Carry a small caseload of highly complex program participants
10. Advise, coach and mentor team members regarding case management application of the data base
11. Maintain regular, effective communication with Director to ensure an integrated approach that will provide the best support possible for participants to maintain housing.
12. Ensure that the activities of the Case Management team facilitate the role of other community services in the provision of services to participants
13. Fulfill job duties while mobile within the community.
14. As required conduct mobile community visits to ensure the effective provision of service and that program goals are achieved
15. Networking in the community on behalf of the Wesley Live Well program.
16. Ensure that all policies and procedures of Wesley Urban Ministries are followed
17. Maintain appropriate and accurate record keeping practice, as per expectations of Wesley Urban Ministries.
18. Provide monthly reports on statistics, budget and any other reports required.
19. Participate in the employee contact process of the Transitions to Home Team
20. Conduct annual written evaluation and goal setting with team members
21. Identify resources and training required to effectively operate.
22. Attend all professional development, training, individual and team meetings as required by the position
23. Other duties, as assigned.

#### **Qualifications:**

1. Post-secondary degree/diploma in the Social Service field, or equivalent.
2. A minimum of 2 years, supervisory experience.
3. Minimum 2 years' experience working in a housing first program, housing with supports on site or residential therapeutic program
4. Additional 2 years' experience working with marginalized populations and a demonstrated ability to form rapport with complex individual living including mental illness and addictions.
5. Knowledge of, and experience with, all applicable legislation including Mental Health Act, Tenant Protection Act, Non-Profit Housing, Ontario Works, ODSP, CPP, etc.
6. Experience in case management techniques, program planning and evaluation, non-violent crisis intervention and First Aid/CPR.
7. Computer literate demonstrated through a high level of competency with Windows, Excel, Outlook, Word, PowerPoint and browser based applications.
8. Excellent oral and written communication skills and effective interpersonal skills
9. Valid driver's license and reliable vehicle
10. Fluency in other languages an asset.

#### **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 and salary expectations 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). Job applicants requiring accommodation to participate in the hiring process should contact the Human Resources Department at [hr@wesley.ca](mailto:hr@wesley.ca).