

Client Support Supervisor Position Advertisement

Full Time | 10 Hour Shifts | 4-on 4-off rotation | Some evenings and weekends as required |

At Odyssey House, our vision is to help women and children break free from the cycle of family violence. As a member of our team, you will help to ensure consistent implementation of agency policies and procedures and ensure all staff, residents, and clients are cared for.

Summary of Position

Under the supervision of the Director of Programs, the Client Support Supervisor will supervise and manage assigned programs and services of Odyssey House with the goal of implementing and upholding the vision and mission of the association. The Client Support Supervisor is in part responsible for the supervision, training, mentoring, and performance management of the Client Support Workers. The Client Support Supervisor will collaborate with the community and staff to ensure best practice implementation and operation of in-house services and programs.

Requirements

Criminal Record Check, Child Intervention Record Check (C.Y.I.M), First Aid & CPR certification, and Suicide Prevention Training Program. It is up to each employee to ensure that these basic requirements are kept up to date.

Responsibilities

- Prioritize duties for effective and efficient client care of both the Emergency Shelter and Second Stage Shelter
- Ensure all reporting and documentation is accurate, up-to-date, non-judgmental, culturally inclusive, trauma-informed, and women-centered
- Assist in the development of and implementation of services and programs which reduce the risk from family violence
- Maintain relationships and work with the relevant agencies/service providers for a collaborative approach to family violence; and maintain a healthy, positive link with relevant agencies/service providers



- Monitor documentation and data entry to ensure accuracy of recording in compliance with Funders
- Ensure that families are supported by the Client Care Workers to provide supports, referrals, and advocacy to meet the needs of each family's situation and that adequate discharge planning is in place
- Support Management to ensure staff are properly trained through a comprehensive orientation and training process and ongoing group/individual training and supervision
- Provide consultation and support of the on-call system of the Emergency Shelter and Serenity Place
- Liaise and maintain effective working relations with representatives of contracted services, suppliers, and agencies to continue to meet the needs of clients
- Maintain and adjust the staff schedule as needed when on call and to cover absent staff
- Assist the Director of Programs with payroll by maintaining accurate timecards for Client Support Workers

Qualifications

The successful applicant will possess one or more of the following:

- Diploma or bachelor's degree in social work, psychology, counselling, or other Human Services related field (or comparable experience)
- Minimum one year working with individuals who have experienced family violence
- Minimum two years of related experience in a supervisory role
- A combination of relevant education and experience may be considered
- Experience with ADP and Outcome Tracker considered an asset

Skills and Abilities

The successful applicant will possess the following:

- Ability to work independently and as part of a team
- Creativity and energy
- Good organizational and time management skills
- Strong communication skills, written and spoken
- Strong knowledge of social service community agencies and protocols for referrals
- Strong leadership and supervisory skills



- Knowledge of crisis intervention in family violence, including intimate partner, child, and elder abuse
- Knowledge of Landlord and Tenants Act, Protection for Persons in Care Act for Alberta, and Children First Legislation
- Ability to plan and organize, implement, and evaluate program activities

What We Offer

- Hourly wage ranges from \$27.60 - \$29.15 per hour
- Excellent employee benefits, including health, dental, wellness days, sick days, and a pension plan with employer matching
- Employer-paid training opportunities

COVID-19 Vaccination

On October 14, 2021, Odyssey House implemented a COVID-19 Vaccination Policy. Current Odyssey House employees and employees hired after the implementation date of this Policy must be fully vaccinated against COVID-19 and provide proof of vaccination. Exemptions and accommodations are handled on a case-by-case basis.

Additional Information

The successful applicant will be required to submit the following documents and assume any associated costs as a condition of employment: Criminal Record Check, Child Intervention Record Check (C.Y.I.M), First Aid & CPR certification, and Suicide Prevention Training Program.

To apply, please visit our website at [Careers – Odyssey House Women's Shelter – Grande Prairie, AB.](#)

While we sincerely thank all applicants who apply, only those selected for an interview will be contacted.