



Position Title: Outreach Supervisor

Department: Outreach

Reports to: Executive Director

Wage: \$25.39 to per hour (Annual increases based on performance)

Hours: M-F (40 hours per week, schedule to accommodate clients and operational needs)

Full Time Permanent

Summary

The Outreach Supervisor reports directly to the Executive Director and is responsible for providing day-to-day support, supervision, and direction to a team of Outreach staff. This role provides the first point of contact for clients entering the program or for those who have concerns or issues around their experiences within the Outreach program. This position will supervise Outreach workers, practicum students and volunteer operations.

Qualifications / Personal Characteristics

- Degree in a Human Services field, augmented by experience in the areas of family violence, crisis intervention, child and elder abuse, group facilitation, human resources, and management;
- Demonstrated decision - making, interviewing and assessment skills, written and oral communication skills, effective presentation skills, self-motivation, ability to work in a flexible manner and to work independently;
- Knowledge, or willingness to learn, of community resources and supports;
- Proven leadership abilities amplified by previous supervisory experience;
- Ability to mentor, support and role model is necessary;
- 2 Years related experience is preferred.

I. Program Service Delivery

- Mentor staff and role model client focused services through ethical and conscientious

- program delivery;
- Ensure appropriate client file management is encouraged and is common practice;
- Lead and direct Outreach staff through adherence to SHWSS operational policies and Procedures;
- Represent and develop community networks that support the Outreach program and the overall work of SHWSS;
- Develop and implement services and programs which reduce risk from family violence and assist clients to make healthier life decisions;
- Develop support groups as required;
- Other duties as outlined in Outreach job description.

II. Program Administration

- Collect and report all requests for holiday time, flex days or other time off, submitting them for approval and then filling shift gaps as required.
- Facilitate all Outreach staff orientation and training with provided materials;
- Provide on-call assistance to CIW staff on duty, as needed on a rotating basis;
- Review log notes (daily) and spot check client files for accuracy;
- Correct Outcome Tracker data as needed;
- Monitor case management to ensure suitable planning, counselling, advocacy and, referrals are conducted to meet client safety, health, social, emotional and, economical needs;
- Train (or assist in training) new staff on correct use of Outcome Tracker database;
- Manage SHWSS Volunteer operations and volunteer record system;
- Complete reports as directed.

III. Service Delivery and Team Supervision

- Work closely with Outreach staff to ensure the needs of individual families are being met and that all services/resources for which they are eligible are accessible to them. Ensure the program has a high performing team with healthy, safe and, effective team relationships;
- Collaborate with Crisis Intervention Supervisor to ensure uninterrupted program management;
- Act as a liaison with relevant services agencies, organizations, government bodies and educational institutions as required by the Executive Director or Board of Directors;
- Ensure the maintenance of accurate, non-judgmental, confidential client files.

IV. Supervisory and Administrative Duties

- Prepare reports for Executive Director as required/requested;
- Assist the Executive Director with hiring, training and, supervising staff according to guidelines and policies;
- Ensure effective communication with Executive Director and Crisis Intervention Supervisor, specific to operations and staffing issues;

- Develop staff competence through individual/group supervision;
- Support and promote staff professional development and plan/facilitate regular internal staff training;
- Conduct performance appraisals for all assigned staff upon the appropriate anniversary date;
- Ensure staff concerns/disputes are addressed in a timely manner;
- Work in collaboration with the Executive Director to ensure the consistent implementation of human resources discipline/dismissal policies;
- Monitor and make recommendations to the Executive Director to ensure that human resource policies and practices follow relevant current legislation and regulations;
- Ensure the existence of a respectful, healthy and, safe working environment for all staff and volunteers and ensure the consistent implementation of SHWSS policies and procedures;
- Supervise temporary practicum students, summer staff and interim agency positions;
- Check time sheets for accuracy, prepare and submit them for bi-weekly payroll;
- Provide consultation and support of the on-call system and shelter emergencies.

V. Volunteer Duties

- Participate in fundraiser events throughout the year. Work to increase fundraiser attendance, administrative tasks and operations and help spread the word about the mission, vision and values of the organization.

VI. Additional Requirements

- Criminal Record Check
- Vulnerable Sector Check
- Valid Driver's License and use of reliable vehicle
- AMA Membership
- Valid First Aid/CPR