

Employment Opportunity

The Salvation Army Ontario Central East Division

Position Title:	Residential Supervisor	Competition #:	
Ministry Unit:	THHS – Islington Seniors’ Shelter	Position Type:	Full Time
Salary Range:	\$45 000 to \$52 000	Date posted:	October 5, 2021
City:	Toronto	Posting Expires:	October 22, 2021
Applications Accepted By:			
E-mail: kystina.damyanovich@salvationarmy.ca Attention: Krystina Damyanovich Please no phone calls.			
Position Description			
<p>The Salvation Army is an international Christian church. Its message is based on the Bible; its ministry is motivated by love for God and the needs of humanity.</p> <p>Mission Statement The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.</p> <p>Core Values The Salvation Army Canada and Bermuda has four core values:</p> <p>Hope: We give hope through the power of the gospel of Jesus Christ. Service: We reach out to support others without discrimination. Dignity: We respect and value each other, recognizing everyone’s worth. Stewardship: We responsibly manage the resources entrusted to us.</p>			
POSITION PURPOSE SUMMARY:			
RESPONSIBILITIES AND ACTIVITIES			
<ol style="list-style-type: none"> 1. Supervise and provide day-to-day direction to the Residential Staff in accordance with established policies and procedures including Collective Agreement, Employment Standards and payroll procedures. <ul style="list-style-type: none"> • Schedule, conduct and document supervision. • Conduct Performance Reviews and Evaluations. • Chair Team meetings. • Provide back-up support to these positions and their functions as required. 2. Oversee the day-to-day operation of the Hostel. <ul style="list-style-type: none"> • Ensure clients receive proper client care while relating to the Program Staff. • Ensure the Triage process is completed for new admissions to the hostel • Provide direct consultation, referral, and supportive case management to clients. • Review all Incident Reports, making any follow-up and put necessary notations on client’s file as needed. 			

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world. Each position contributes to the mission of The Salvation Army.

Employment Opportunity

The Salvation Army Ontario Central East Division

- Assist with monitoring the disciplinary/penalty assessments imposed on clients.
- To oversee the monthly Resident meetings.
- Read daily the log books and make the necessary follow-up.
- Liaise with hospitals and other community service agencies to coordinate discharges to the shelter.
- Participate in the development, planning and coordination of all programming activities and special events in conjunction with the Director.
- To assist the Director with Community and City complaints.
- Provide back-up support and make decisions in the absence of the Hostel Manager

3. Provide leadership, supervision, coaching and mentoring to the Islington Seniors' Shelter Residential Workers following Employment Standards and payroll procedures.

a. Support team in providing system in implementation of enhanced case management model utilizing Housing First, The Outcomes Star and Critical Time Intervention.

b. Schedule, conduct and document supervision.

c. Conduct Performance Reviews and Evaluations.

d. Chair Team and Client Review meetings.

e. Ensure supervision is provided to meet expectations of service delivery.

f. Ensure that individualized support plans/service agreements are developed and provided for clients to promote personal development, responsibility and community relationships through a recovery focused and participant-directed approach to treatment.

g. Support staff in use of The Outcomes Star and corresponding case plans

h. Ensure spiritual and religious care is available to clients and staff

i. Ensure program and agency documentation is maintained as per policies

j. Conduct case conference and other meetings, ensure minutes are recorded and circulated to team members

k. Keep up-to-date strategic job descriptions and to plan goals, mentor and assess the performance of staff and others (counsellors, funded placements, etc.) in accordance with TSA procedures as appropriate. Some specifics:

- Work with Assistant Director to hire, orient, train, evaluate, recognize, discipline and terminate staff in concert with Territorial Standards and in conjunction with the Director.
- Provide support and direction for staff in assessment, developing individual support plans, consultation, referral and supportive counseling to individuals
- Develop and monitor after hours and on call support
- Ensure staff are trained on all legislative requirements, human resources processes and mental health/concurrent disorders and housing support as required
- Schedule, conduct and document supervision. Provide or ensure clinical work supervision is provided to staff and follow up workers to meet expectations of service delivery
- Conduct Performance Reviews and Evaluations
- Recruit select and train new staff as necessary. Ensure staff are trained in accordance with established policies and procedures

4. To assist the Director and Assistant Director with the administration of the Hostel.

a. Work with the Director and Assistant Director in ensuring the Hostel is in compliance and meeting the standards for the Quality Assurance and Accreditation.

b. Attend Committee and Agency meetings as directed

c. Assist in the development and implementation of Hostel Policies and Procedures and participate in the Policy Review Committee

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world. Each position contributes to the mission of The Salvation Army.

Employment Opportunity

The Salvation Army Ontario Central East Division

- d. Conduct tours of building for groups or individuals as requested.
 - e. On call duties as per schedule.
 - f. Responsible for preparing Vouchers for Client Assistance
5. To assist with the Assistant Director with the Finances of the Hostel
- a. Approve bi-weekly payroll prior to submission to the Assistant Director for Intake Workers and case management team.
6. To assist the Director with the Human Resources of the Hostel
- a. Assist with staff recruitment and orientation.
 - b. Conduct reference checks
 - c. Organize and assist with staff training in accordance to Hostel policy.
 - d. To participate in Labour Management meetings as requested.
7. To assist the Director to ensure that all Health and Safety requirements specific to the Hostel are in compliance with the Occupational Health and Safety Act.
- a. To perform workplace inspections.
 - b. To conduct information sessions (safety talks, staff meetings).
 - c. To assist with incident investigations.
 - d. To assist with employee health and safety training.
 - e. To assist, make recommendations and/or correct substandard acts or conditions.
 - f. To assist in commending employee health and safety performance.
 - g. To perform employee safety observations.
 - h. To ensure compliance with specific Hostel requirements within sections 25 & 26 of the OHSA.
8. Organizational Responsibilities
- a. Adhere to standards that are consistent with the values and philosophy of The Salvation Army.
 - b. Participate fully and constructively in staff meetings and in-service training.
 - c. Engage in formal supervision and performance evaluations.
 - d. Read and follow the policy and procedures manual, the Employee Handbook and the Toronto Shelter Standards, and understand that the Residential Supervisor's position will be required to adhere to all these guidelines in dealing with clients, staff and the public.
 - e. Become familiar with the job descriptions and task lists for each position that reports to the Hostel Manager.
 - f. Make suggestions to the Management team that will improve efficiency, working conditions and/or procedures.
 - g. Represent the Organization in a professional manner,

ESSENTIAL SKILLS AND QUALIFICATIONS

- Minimum 2 year Diploma in Human Services
- Three to five years minimum of significant work-related experience including residential and case management experience in the homeless serving sector.
- Previous supervisory experience an asset.
- High level of comfort working within an extreme diverse and multicultural environment.
- Experience with extremely marginalized homeless people with mental health problems, addictions, concurrent disorders and familiarity to a wide variety of resources to meet client needs.
- Superior written skills and a high level of proficiency with the Internet and Microsoft Office
- The responsibilities associated with this position demand a high degree of confidentiality.

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world. Each position contributes to the mission of The Salvation Army.

Employment Opportunity

The Salvation Army Ontario Central East Division

- Certificate in First Aid/CPR, Crisis Intervention and Conflict Resolution
- Criminal Record Check clearance
- Valid Driver's License/Abstract

The above responsibilities are to be discharged in accordance with The Salvation Army's Mission Statement, in a professional manner, exemplifying Christian standards of conduct.

HOURS: Full time, Sunday to Thursday with some days, evenings and possible overnights.

The Salvation Army will accommodate candidates as required under applicable human rights legislation. If you require a disability-related accommodation during this process, please inform us of your requirements.

We thank all applicants, however, only those candidates to be interviewed will be contacted.

Internal Applicants, please advise your managing supervisor of your intentions prior to submitting your application