



springboard

CONNECT. INSPIRE. ACHIEVE.

ABOUT US

Springboard's mandate is to build stronger communities by helping youth and adults develop the skills they need to reach their full potential. As a charitable organization, we deliver innovative, professional and diverse programming by establishing partnerships between our clients and their community. Springboard's program areas include community justice, employment, developmental services, youth justice, Weed out The Risk and The Community Learning HUB.

WHO WE ARE

People are at the centre of everything we do. We foster opportunities for skills development, personal growth and social interaction. We also actively promote work/life balance and mental health supports. We foster communication across the agency, from our Town Halls to our quarterly Springboard orientations. We are a learning organization and our people have the opportunity to provide feedback into all areas of the organization.

We have an active Employee Engagement Committee that focuses on connecting staff through communication, a rewards and recognition program, career development initiatives and of course, social and team building opportunities. Springboard offers a comprehensive benefits package for full time, permanent staff and, for all permanent positions, a pension plan that helps support our people in all aspects of their lives.

Internal / External Job Post

Youth Transitional Residence Assistant Supervisor SOC-NU21-93

THE OPPORTUNITY

- Job Class** ♦ Non-Union
- Department** ♦ Youth Transitional Residence – Seeds of Change
- Location** ♦ Toronto, ON
- Status** ♦ Full-time Permanent
- Vacancy Number** ♦ SOC-NU21-93

- Available** ♦ Immediately
- Hours/Shifts** 5 days/40 hours per week
Flexibility in hours and on-call duties required. Schedules are subject to change to meet departmental/operational needs.

This position includes rotational on-call/after hour duties. The candidate must be completely accessible by cell phone during this period. This is a program that operates 24 hours a day, 7 days a week.

Springboard's Youth Transitional House is a 6 bed housing program designed to support healing and reduce the longer-term impacts of trauma for young cis- and trans-women and girls aged 12-17 who are at-risk of being or have been sexually trafficked and exploited, experiencing trauma and violence in their lives. We serve a vulnerable population that is likely to have child welfare involvement with an intent to return children to families, where appropriate and/or support independent reintegration to the community. It is expected that the youth we support will stay for an average of 18 months. We envision a space that is caring, inclusive, and therapeutic – a place that people can call home.

The Assistant Supervisor will support the Residential Supervisor in managing the operations of the residential program which will also include an on-site high school program, enabling wrap around services to address a broad range of challenges and needs of the youth. They will also assist in enabling youths' access to existing community resources and supports appropriate to their needs. The Assistant Supervisor will ensure that all services and supports delivered are grounded in a trauma informed, resiliency model of care. They will be able to work well in a dynamic work and team setting and will be expected to work both day and evening shifts at the residential home. This is a remarkable opportunity for an individual who seeks professional, personal challenges and is passionate about providing supports to children and

youth who have experienced trauma in their lives.

WAYS YOU CAN CONTRIBUTE

- **Program Development and Implementation** - Assist the Residential Supervisor with the design, development and delivery of all program and security aspects of the residence. Provide input to ongoing program development, enhancements and modifications for program.
- **Supervision and Staff Support** - Assist in effectively recruiting and managing staff, volunteers, and students ensuring continuous coverage of programs, and the provision of appropriate coaching and development to staff, students, and volunteers. Ensure that staff adhere to the Employer's policies, procedures and program philosophy. Prepare documentation, communications, reports, and accurate program payroll data, and maintain on-site staff files. Formulate an effective schedule for staff working 7 days per week, daytime and evening hours
- **Program Support/Maintenance** - Ensure that staff complete resident documentation based on related Ministry and agency policies, procedures and guidelines. Oversee the management of crisis situations including physical confrontations, medical and psychiatric emergencies. Support the staff in the implementation of case management plans for youth. Manage Youth Intakes and Discharges per established program policies, procedures and guidelines. Provide support to youth through a trauma informed framework. Assist in monitoring the development and facilitation of Life Skills Workshops within the Program to meet the individual needs of the youth
- **Program Administration** - Accurately interface with technology systems that will support program and security expectations. Participate in the established research & evaluation strategy, where required. Act as a liaison between community supports, volunteers and other support services both internal and external to the Employer. Communicate facility needs and requirements to the appropriate Employer departments and/or senior leadership. Develop and maintain partnerships and new initiatives with external stakeholders for continued program delivery. Participate in strategic planning, administration of budgets, reporting of service delivery outcomes

WHO YOU ARE

- Post-Secondary diploma/degree in the social services field
- Minimum 2 years of experience in a supervisory role, including: recruitment and retention, training/orientation, staff scheduling, performance and attendance management, and employee relations, and dealing with incidents involving workplace violence and harassment
- Knowledge of relevant legislation relating to resident youths
- Experience in motivating and empowering teams through planning, directing, monitoring performance and in a leadership capacity to enact change to respond to evolving needs of residential program
- UMAB, ASIST, First Aid, CPR and Naloxone training, plus basic computer skills and a willingness to participate in on-going training
- Excellent verbal and written communication skills; proven leadership skills and strong knowledge of community resources
- Ability to effectively build and manage relationships with external stakeholders, including all levels of government, other service providers and clients
- Proven experience to collaborate and problem solve within a unionized environment.
- Demonstrate initiative, critical thinking and a self-directed working style
- Knowledge of trauma informed practices and needs
- Working knowledge of Resiliency theory and Stages of Change
- Exceptional organizational, time management, interpersonal and communication skills
- Proven crisis intervention/management skills to defuse problematic situations and give direction and support to staff to do same
- Proven computer skills in Microsoft Office
- Ability to climb 3 flights of stairs with approximately 40 steps

Preferred Qualifications

- A driver's license is an asset

APPLY

Thank you for your interest in working with Springboard.

Completion of satisfactory, professional references, background checks, and proof of education are requirements of employment.

The Deadline for Applications is October 14, 2021 at 4:00 pm. Please submit your cover letter and resume in a single document. You must also include the vacancy number in the subject line of your email when applying to careers@springboardservices.ca.

Resumes received after the application deadline will be considered at the discretion of the hiring supervisor.

No phone calls please. Only those selected for an interview will be contacted.

We value the unique skills and experiences each individual brings to the organization and we are committed to creating and maintaining an inclusive and accessible environment for everyone. Applications are encouraged from those who reflect the diversity of our community and we will work with you to provide a positive recruitment experience. Please let us know if you require accommodation during the recruitment and selection process.

