



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

# Supervisor, Developmental Services Homes DS-NU22-50

### THE OPPORTUNITY

- Job Class ♦ Non Union
- Department ♦ Developmental Services – Supported Living Homes
- Location ♦ Toronto East
- Status ♦ Full Time Permanent
- Vacancy Number ♦ DS-NU22-50
- Available ♦ Immediately
- Hours/Shifts ♦ Monday to Friday (varying 9am-5pm, 11am-7pm depending on program needs) Rotating on call responsibilities

The Supervisor, Developmental Service Homes reports to the Manager, Developmental Services. Our Residential Services offer a unique and innovative approach to skills training, providing an inclusive and supportive environment within the house where residents can create and achieve their own goals. Skill training activities include a range of areas from nutrition, budgeting, social networking, household management and hygiene to community safety and employment.

We have two homes that support 10 individuals each. The Supervisor manages and oversees all operational aspects of Residential Service in one of these homes and works collaboratively with a second Supervisor who manages and oversees the other home.

### WAYS YOU CAN CONTRIBUTE

#### Program Management:

- Provide guidance in the development of new and innovative teaching models and programming content
- Document program practices that foster efficiency and align with best practices in independent living
- Oversee and ensure that all current operational requirements are client-centered and the program is in compliance with all Ministry and Agency mandates
- Lead liaison with families in crisis and/or client's circle of support to manage complex and changing needs

**Community Development:**

- Manage and develop relationships with Developmental Services Toronto partners, funders, community agencies and businesses, etc.
- Sit on sector committee (Passport) to review sector changes and service gaps

**Strategic Planning:**

- Participate in the development, furthering and achievement of organizational and departmental strategic planning
- Work on expansion models to begin servicing more participants through the Passport Initiative

**Financial Management:**

- Maximize allocated budget expenditures to meet program needs and expansion requirements
- Work with the Manager, Developmental Services and Finance team to review budget, address any variances

**Human Resources Management:**

- Lead a team of up to 20 staff which include 1 Assistant Supervisor, 15 Residential Counsellors, including full-time, part-time and relief, 1 Case Manager, and support to the Community Housing team of 2
- Provide effective and clear communication and foster a positive and healthy work environment
- Through coaching, develop and support staff to build and maintain their skills to ensure client support and staff professional growth
- Accountable for recruitment, selection and onboarding of new staff, students and volunteers
- On call duties on rotational basis to support multiple housing programs

**Administration and Organization:**

- Annual performance evaluation and ongoing Coaching Notes for staff
- Submit required reports to stakeholders, including Ministry

**WHO YOU ARE****Education/Experience**

- Minimum 5 years' leadership experience directly managing staff teams
- Post-Secondary diploma or degree in the social services
- Excellent understanding and working knowledge of legislation that affect Developmental Services, including the Social Inclusion Act and DS Reform Strategies
- Excellent experience in managing family dynamics and crisis
- Solid experience with providing on-call support
- Excellent understanding of housing sector and housing market
- In depth experience working from a harm reduction framework when supporting individuals in service
- Excellent understanding and working knowledge of how to support work life balance within 24 hour operational teams

**Skills**

- Leadership skills to provide direction and motivation to staff, students, volunteers and participants in order to maintain a smooth, professional and functioning program.
- Effective Human Resource management skills required for the screening and selection process of staff, students and volunteers
- Excellent interpersonal skills to communicate effectively for participant service as well as with community agencies, Funders and public in a team environment. Assist and participate in the process of conflict resolution
- Leadership skills to ensure the efficient utilization of all resources to achieve program objectives
- Proven verbal and written communication skills in English to ensure clear, accurate and consistent documentation and messaging in both case management and administrative duties. Ability to write timely reports as required.
- Organizational skills to prioritize multi-faceted program and operational responsibilities to ensure timely completion of tasks
- Coaching skills with the ability to instruct, orient and train others clearly and with appropriate follow up
- Delegation skills to ensure effective, timely service delivery and programming/operational requirements in conjunction with recognizing and enhancing developmental needs of other team members
- Analytical skills to monitor and assess operations and ensure that optimum services are provided in accordance with policies, procedures and applicable legislation
- Assessment skills required for both the delivery of service to participants and daily operational/programming issues (including staffing and determination of participants' suitability and risk)
- Program planning skills to implement, evaluate and modify new and existing programs as needed

- Proven decision making skills to prioritize and deal with issues as they arise in a sound, non-judgmental manner, to assess the need to refer to a higher authority
- Proven problem solving to deal with all situations related to operational/programming concerns
- Time management skills to ensure that materials, files, reports, are completed accurately on time and often on deadlines; to clarify priorities and modify schedules on demand.

#### **Vaccination Policy**

**This position is subject to the vaccination disclosure mandate by the Chief Medical Office of Health and if the successful candidate does not meet the definition of fully vaccinated at time of hire, they will be required to undergo an educational program and then every three days, have to submit a negative rapid antigen test within 24 hours of their shift.**

Springboard Services continues to follow Ministry and Public Health Guidance and all our employees are expected and required to continue to comply with applicable health and safety measures and compliance with established workplace access controls (e.g. screening), wearing a mask or face covering, using provided PPE, maintaining appropriate physical distancing and self-monitoring of potential COVID-19 symptoms.

#### **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 position is open until successfully filled.** 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](mailto:careers@springboardservices.ca).

**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.*