



springboard

CONNECT. INSPIRE. ACHIEVE.

ABOUT US

Springboard's mission 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 savings plan that helps support our people in all aspects of their lives.

Internal / External Job Post

Assistant Supervisor DS-NU22-55

THE OPPORTUNITY

- Job Class ♦ Non-Union
- Department ♦ Developmental Services
- Location ♦ Toronto ON (Toronto East)
- Status ♦ Full-Time, Permanent
- Vacancy Number ♦ DS-NU22-55
- Salary ♦ \$50,000 to \$55,000 per annum
- Available ♦ Immediately
- Hours/Shifts ♦ Monday to Friday: 9:00 to 17:00 or 11:00-19:00
(Rotational On-call Duties Required)

Schedules are subject to change to meet departmental needs

Our Residential Services offer a unique and innovative approach to skills training and transition planning to men with developmental disabilities/dual diagnosis, 18 years of age, and older. It provides 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.

The position encompasses the primary functions of shift coverage, supports, and counselling, life skills facilitation, safety and security, crisis management, administrative, clerical, and facilities up-keep duties.

WAYS YOU CAN CONTRIBUTE

- Assist the DS residential management staff in overseeing the day-to-day aspect of the program, including upkeep of the residences
- Administrative duties including Scheduling & Finance/Budget supports and other as needed
- Assist with overseeing team members, including Staff Performance Evaluations (PEVAL) completion
- Assist in program development and implementation:
 - Assess, develop, evaluate program for continuous improvement
 - Liaise with and build awareness within the community about the program/services provided
 - Participate in development and fundraising activities

- Manage human resources with accountability and authority in accordance to the departmental direction/objectives.
- Assist in case management:
 - reviewing the client's progress in all life skills areas to ensure readiness of client to progress to the next level within the program based on the plans of care, and related documentation (e.g. POMs, case notes, case conference minutes)
 - Problem solve and follow-up with staff team and/or client on any incidents or serious occurrences.

WHO YOU ARE

- A post-secondary degree or diploma in Social Services, Social Work and/or related field.
- Minimum 5 years of related experience in programming including: program development/design, implementation and evaluation in the field of developmental services; case management, etc.
- Minimum 3 years of experience in a supervisory role, including: recruitment and retention, training/orientation, staff scheduling, performance and attendance management, employee relations and, working in a unionized environment.
- Knowledge in Developmental Services Sector, Social Inclusion Act 2008, Person Directed Planning; counseling techniques and best practices.
- Strong Leadership skills to provide direction and motivation to staff and all partners.
- Conflict resolution and mediation skills.
- Program planning and development skills to implement, evaluate and modify new and existing programs as needed.
- Public relations and community development experience as well as the ability to work with and advocate for a diverse client and staffing group.
- Financial skills to manage the program, fiscal planning, budget and contract proposals, finances and recording procedures, payroll, statistics and other related activities.
- Excellent communication skills for client service as well as funders, community stakeholders.
- Weekend work and on call duties.

Preferred Qualifications:

- Ability to communicate in French verbally and in written form

CORE COMPETENCIES FOR A SUCCESSFUL CANDIDATE:

- **Leadership** – capacity to work creatively, constructively and effectively with individuals, families, organizations and communities to promote social inclusion and social change and address individual and social problems
- **Openness to Feedback** – ability to receive constructive criticism and feedback in a positive manner, create and implement a plan to address the feedback and effectively communicate feedback to others
- **Accountability** - responsible for own actions, behaviors, performance and decisions -providing leadership, being proactive toward challenges, identifying areas of opportunities and taking ownership in finding solutions for own situations and reporting staff.
- **Conflict Management** – de-escalation of conflict, mitigation and prevention. Leading team effectively during challenging situations towards solutions and by identifying best debriefing/supports tools
- **Time Management & Autonomy** - effectively functions independently or within a team; handles the requirements and tasks involved with accomplishing goals and meeting competing deadlines in an organized manner, managing 24/7 Operations, proactively
- **Problem Solving & Collaboration**– define issues and discover solutions, collaborate on and communicate strategies with colleagues and Senior staff; ability to address issues and implement solutions that improve service delivery. Sees the importance of thinking outside of the box
- **Empathy & Integrity**- Being honest, having strong ethical principles and values; including being reliable and empathic when listening and leading. Attributes of a great leader include recognizing emotions, staying out of judgement and perspective taking
- **Critical Thinking** – ability to analyse information in the moment and conceptualization of how to apply and evaluate responses and reasoning, knowing when to delegate and follow up as required/needed
- **DEI/AOP** - comprehension and application of current frameworks and change influencer to work towards inclusion and Diversity. Familiarity of the Social Inclusion Act 2008 and how it impacts people we serve

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 Deadline for Applications is December 21, 2022 at 4pm. 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.