



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

# Supervisor, DS Community Programs DS-NU22-81

### THE OPPORTUNITY

- Job Class** ♦ Non-Union
- Department** ♦ Developmental Services
- Location** ♦ 1464 Midland Ave E., Toronto ON
- Status** ♦ Full-Time Permanent
- Vacancy Number** ♦ DS-NU22-81
- Pay rate** ♦ \$56,000 - \$65,000 per annum
- Available** ♦ Immediately
- Hours/Shifts** ♦ Monday to Friday: 9:00 to 17:00  
Flexibility is required. Schedules are subject to change based on departmental needs.  
Redeployment to Residential Programs during any service disruption is required  
Rotational on-call duties to the Community Programs required

*Schedules are subject to change to meet departmental needs*

Reporting to the DS Manager, the Supervisor DS, Community Programs oversees all operational aspects of community participation support programs that support individuals with a Developmental Disability/Dual Diagnosis; SOAR (43 individuals), Family Supports program (50 individuals and their families), Short Term Family Supports (upto 40 individuals and their families), Person Directed Planning program (up to 5 individuals) and the department Fee for Service program.

Key responsibilities include but not limited to overseeing in: managing program budget; program administration including documentation, data management and statistical reporting; human resources management; overseeing case management including co-ordinating client supports outside the agency program; overseeing overall safety and security within the program; and managing all aspects of program including optimum utilization of all assigned human, physical and financial resources in the pursuit of program objectives.

## WAYS YOU CAN CONTRIBUTE

- **Programming:** Responsible for the effective management of all crisis and contentious issues including: staff conflicts, health and safety related issues, parental concerns, serious occurrences, coordinate resolution strategies and communication protocol / reporting requirements
- **Case Management:** Review and assess client referrals. Conduct intake tours, assessments and visits. Ensure participant files meet funder requirements. Attend goal meetings with staff, participants and families. Support staff, participants and supports in problem solving challenging related to goal implementation, achievement and program participation.
- **Human Resources:** Responsible for: recruitment and retention; attendance, performance management; training and development; scheduling; documentation of employee information pertaining to their employment status and payroll; employee relation, including conflict resolution.
- **Contract & Financial Management:** Participate in the monitoring of government contracts, identify program and facility needs; process invoices. Direct and approve purchase of program expenses in accordance with Agency purchasing procedures. Review and monitor contract budget expenditures and variances and take corrective action.
- **Administration:** Oversee the day-to-day administration/management of the program. Responsible for: providing guidance in the development of new and innovated teaching models and programming content, oversee and ensure 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 resident's circle of support to manage complex and changing needs and progression through goals, ensure that resident needs are being met through case management and case co-ordination.
- **Health and Safety, Building Maintenance:** Identify and take corrective action to address health and safety risks. Submit health and safety reports as per agency guidelines. Work collaboratively with building management and superintendent to rectify building maintenance issues at program sites.

## WHO YOU ARE

- A post-secondary degree or diploma in Social Services, Social Work and/or related field.
- Minimum five (5) years of recent work related experience in areas such as: programming (development, implementation and design), case management, etc.
- Minimum five (5) years of recent work related experience in providing leadership/ supervision to staff including: hiring, retaining and onboarding staff, coaching, developing, evaluating and supervising staff, budget administration, program development and evaluation, etc.
- Leadership skills to provide direction and motivation to staff, students, volunteers and clients.
- Conflict resolution and mediation skills in order to maintain smooth and effectively run program.
- Proven crisis intervention/ management skills to address potential contentious issues effectively and provide direction and support to staff to do the same.
- Ability to work in a diverse client group and advocate on behalf of others
- Thorough understanding of the Social Inclusion Act and Act for the Supports of Persons with Developmental Disabilities (2008).
- Knowledge of community resources available in the GTA.
- Working knowledge of the developmental services sector.

### Preferred Qualifications:

- Ability to communicate in French verbally and in written form

## 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 17, 2022 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](mailto: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.*