



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 center 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 program offers a unique and innovative approach to skills development and transition planning to men with developmental disabilities and/or dual diagnosis, 18 years of age, and older. We foster an inclusive and supportive environment within the home where people can create and achieve their individual goals. Skill development includes a range of areas from nutrition, budgeting, social networking, household management and self-care to community safety and employment.

This leadership role supports a team to deliver supports, counselling and life skills facilitation to the people we supports to ensure a safe environment to learn and thrive.

### WAYS YOU CAN CONTRIBUTE

- Support the Developmental Services Homes leadership team to oversee the day-to-day aspect of the program, including ensuring the home is a safe and supportive environment
- Administer staff schedules and provide support in financial and budget matters
- Coach and develop a staff team to enable high performance and support them in achieving their goals
- Contribute to program development and implementation by:
  - Assessing, developing and evaluating programs for continuous improvement to ensure we are meeting the needs of the people we support
  - Build relationships with community partners so that we can leverage programs and services offered for the people we support

- Participate in fund development activities
- Support in case management by:
  - Reviewing progress in all life skills areas to ensure readiness to progress to the next level within the program based on individuals plans of care, and related documentation (e.g., Personal Outcome Measures, case notes, case conference minutes)
  - Collaborate to problem solve and provide support to staff team and/or person supported on any incidents or serious occurrences
  - Participate in Zoom and in person meetings with families/supports with Case Manager (Quarterly)

## WHO YOU ARE

### Education/Experience

- A post-secondary degree or diploma in Social Services, Social Work and/or related field
- Minimum 2 years of related experience in programming including: program development/design, implementation and evaluation in the field of developmental services;
- Preferably 2 years of experience in a leadership role, experience with performance and attendance management and staff scheduling
- Knowledge of Developmental Services Sector, Social Inclusion Act 2008, Person Directed Planning; counseling techniques and best practices

### Skills/Abilities

- Strong Leadership skills to foster a space where staff can thrive
- Excellent written and verbal communication skills to communicate effectively with all stakeholders, including individuals supported, staff, funders, and families
- Ability to resolve conflict in ways that are respectful and align with Springboard values
- Ability to build and develop relationships with all stakeholders
- Program planning and development skills to implement, evaluate and modify new and existing programs as needed
- Ability to advocate for a diverse client and staffing group
- Financial skills to oversee the program, including, overseeing financials and recording procedures, payroll, statistics and other related activities
- Capacity to attend to occasional weekend work (24/7 model) and rotational on call duties

#### Nice to Haves:

- Experience in recruitment and retention, training/orientation, employee relations and working in a unionized environment
- 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 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 analyze 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/Anti-Oppressive Practices** - 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

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 March 17, 2023 at 4.00pm.** 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.*