



JOB DESCRIPTION	Supervisor, Respite Services (Part Time) Non-bargaining Unit Position • CUPE LOCAL 5218
LOCATION	Scarborough, ON

WARDEN WOODS COMMUNITY CENTRE

Warden Woods Community Centre (WWCC) is a multi-service agency governed by a local Board of Directors and funded by all three levels of government, the United Way and other generous partners. The Centre provides over 50 programs and services to over 6000 clients annually out of our main Centre and several satellite locations. Warden Woods, in partnership with the City of Toronto, has opened as of April 15, 2018 a low-barrier homeless respite service open 24 hours/ 7 days a week, located at 705 Progress Avenue.

POSITION SUMMARY

Reporting to the Respite Manager, the Respite Supervisor provides operational supervision for the Respite, ensuring a high quality of service and oversight is delivered in a safe and welcoming environment and in a manner that reflects WWCC's values. The Respite Supervisor is responsible for ensuring the provision of appropriate services to enhance the quality of life and personal wellness for participants of the Warden Woods Respite Drop-in Service who are homeless and/or at risk of homelessness with a focus on victims of domestic violence, substance- abuse and the LGBTQ community.

SERVICE DELIVERY AND DEVELOPMENT

- Supervise staff, volunteers, and daily operations for the Respite Drop-In service
- Maintain employee, client, and volunteer confidentiality
- Ensure provision of client services, including intake and discharge
- Assist in budgets, billing, and reporting to the funder; and statistical data as required by the City of Toronto
- Coordinate and execute the purchase of supplies and equipment, as necessary
- Ensure that the facility meets regulations covering health, safety, and capacity requirements
- Participate in hiring, scheduling and supervising staff and volunteers
- Develop skills-training, vocational and recreational programs for participants
- Identify, report, and take steps necessary to mitigate risks, completion of incident reports
- Ensuring smooth transition and transfer of relevant information between shifts
- Prepare mats and blankets for daily use - cleaning and storage
- Distribute sleeping mats and blankets to drop-in participants
- Ensure that washrooms, showers, kitchen, and lounge-room supplies are replenished, and that surplus items are securely stored
- Purchase supplies when needed according to approved budgets
- Support participants in their interaction with other community support agencies
- Assist with serving meals and snacks
- Distribute TTC tokens to program participants
- Assist with supervision of the social activities for the program
- Provide support to volunteers in the program
- Maintain program statistics and enter data as needed to inform reports

SERVICE DELIVERY AND DEVELOPMENT (Continued)

- Networking relationships with community partners relevant to homeless populations, nutrition, housing, mental health, and other services as required for the program.

AGENCY PARTICIPATION

- Promote WWCC values and mission in a positive manner
- Maintain good working relationships with co-workers
- Attend meetings and participate in agency-wide fundraising and community outreach initiatives

QUALIFICATIONS

- Degree in Social Services
- Managerial experience including case management, employment management and training,
- 1 to 2 years related experience: drop-in, homeless support, crisis support, substance abuse counselling, mental health counselling, housing support
- Required training: first-aid, conflict resolution, harm reduction
- Preferred and/or provided training or experience: substance abuse, mental health, housing support
- Competent communication skills – oral and written English
- Knowledge of Microsoft Office applications, comfortable using computer
- Valid driver's license (where applicable)
- Ability to work in diverse environments within an anti-oppression, client-centred framework
- Availability to work evenings, overnight and weekends

COMPENSATION AND HOURS OF EMPLOYMENT

- Shift hours will be 9 am to 5 pm, weekends/holidays
- \$23.86 per hour

APPLICATIONS

WWCC is an equal opportunity employer committed to gender equality and social inclusion in our workplace. All qualified applications will receive consideration without regard to sex, gender identity, gender expression, sexual orientation, race, ethnic origin, colour, religion, nationality, disability, age, or any other characteristic protected by applicable law. We encourage all qualified persons to apply, particularly those who share our values and contribute to fostering an inclusive and diverse workplace. Please notify us as soon as possible of any adaptive measures you might require at any stage of the recruitment process.

Warden Woods Community Centre is a unionized workplace, and employees are represented by CUPE Local 5218; this is a non-bargaining unit position.

The successful candidate must be fully vaccinated against COVID-19. A police reference check is required prior to commencing employment.

While we appreciate all responses, only candidates under consideration will be contacted. Please send resume and cover letter via e-mail only to: careers@wardenwoods.com with "Respite Supervisor (PT)" noted in the subject line.