

Job Posting

#22.158 Site Supervisor

919 Pandora

See Below for Shift Details

This posting is open to all qualified applicants.

For over 50 years, Our Place has served Greater Victoria's most vulnerable. People experiencing isolation, low incomes, homelessness, addictions, or mental illness. Now, with 11 locations in the community, Our Place provides up to 1,000 meals per day, hot showers, education, job skills, health care, addiction recovery services, donated clothing, counseling and outreach services; plus 500 transitional housing units and shelter beds nightly to provide hope and belonging to those we serve with respect and unconditional love.

Our Place Society (OPS) is an organization founded on progressive Christian values and principles. We work as a dynamic team to create a nurturing atmosphere of home and family, where all are welcomed. A collaborative team approach is critical to living out our mission and values and to directing our work.

Position Overview:

Reporting to the Community Centre Manager, the Site Supervisor will be responsible for assisting in the operation of the Community Centre.

Duties and Responsibilities:

- Create a safe, welcoming, and calming environment for all those accessing our facility. Stay observant of the environment and provide calming intervention as required to ensure the safety of everyone and ensure policies are being respected.
- Performs employee performance evaluations, scheduling, statistics, does payroll and other admin tasks as required.
- Thorough knowledge of Case management in regard to implementation, responsibilities, internally and externally with multiple faceted systems, and service delivering collaborations
- Establishes and maintains good standing working relationships with funders, referral sources, and other community service delivering agencies.
- Active participation on various community committees serving those that access services.
- Collaborate with team/management in program evaluation and program development.
- Provide first response to crisis intervention as required. Communicate with team members and Community Centre Manager and work alongside them to de-escalate and resolve situations. Call for

assistance when appropriate. Report all incidents, observations, and unsafe conditions through the proper channels.

- Provide Supervision/direction to all Community Centre Staff in conjunction with the Manager. Directing and supporting Team Lead Staff. Involved with onboarding, interviewing, and training new staff.
- Acts as an advocate on behalf of family members, working for rightful justice and fair treatment, taking appropriate action to assist. Working with family members to build resiliencies, life skills, increase resource capacities and move toward self-sufficiency.
- Keep facility in a clean and tidy state at all times.
- Maintain a professional yet compassionate relationship with family members.
- Works alongside and provides leadership, support, and training to volunteers in their roles serving family members/residents for OPS.
- Executes other responsibilities as may be assigned by senior management

Qualifications:

Education and Experience:

- Diploma in a related social services field is preferred.
- Certificate or equivalent in Trauma Informed Practices is an asset.
- A minimum of two (2) years of experience in the community social services sector in a senior supervisory role OR an equivalent of education, training, and experience.

Skills and Abilities:

- Ability to work with marginalized populations is essential.
- Proficient in Microsoft Excel, Outlook, and Word.
- A clear understanding of Statistical Terms and Concepts.
- Comprehensive knowledge in revising program Policies and Procedures.
- Skilled in problem solving and demonstrates strong analytical abilities.
- Strong ability to foster an environment for employee/service user engagement.
- Familiarity with related resources and other services, such as welfare system, addiction, and mental health support agencies.
- Demonstrated ability to work with challenging behavior and stressful situations.
- Demonstrated ability to apply safe work procedures.
- Non-Violent Crisis Intervention training and First Aid Certification an asset.
- Naloxone training an asset.
- Flexible and tolerant attitude to diverse cultures.
- Ability to work independently.
- Ability to communicate effectively with clients and co-workers both verbally and in writing.
- Ability to understand current social issues related to homelessness, mental illness, and drug addiction.
- Effective personal boundary setting skills with both clients and co-workers.
- Strong multi-tasking skills.



Hope and Belonging

Working Conditions

Shifts: Monday to Friday, 37.5 hours weekly.

Compensation: \$31.93 – \$35.02 per hour.

Benefits: Eligible for 3 weeks of vacation annually and excellent employer paid benefits after successful completion of 3 months of employment.

How to Apply:

Eligible candidates are invited to submit a covering letter with their resume detailing their related background, experience and qualifications by 4:30 p.m. on Friday, January 6, 2023 to careers@ourplacesociety.com or to Our Place Society, Attention Marion Hoadley, HR Director, 919 Pandora Ave, Victoria, B.C. V8V 3P4. Please quote “File #22.158 – Site Supervisor – 919 Pandora” in the subject line.

Please note: All applications must have a cover letter to be considered.

We appreciate your time and interest in the position. However, due to the volume of applications, only shortlisted candidates will be contacted.

Our Place Society is an equal opportunity employer. We value the diversity of the communities we serve and are committed to engaging and developing a diverse and inclusive workforce. Our Place Society welcomes applications from First Nation, Inuit, Métis, New Canadian, differently-abled, and LGBTQ2S communities.