

# Job Posting

# #25.83 SITE SUPERVISOR

## Community Centre

**\*Please See Below for Shift Details\***

***This posting is open to all qualified applicants.***

Our Place Society (OPS) is an organization founded on inclusive and progressive Christian values and principles. We are driven by our values: hope and belonging, teamwork, unconditional love and safety. We work as a team to create a nurturing atmosphere of home and family, where all are welcome. A team approach is critical to living out our mission and values and directing our work.

### **Position Overview:**

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

### **Duties and Responsibilities:**

- Create a safe, welcoming, and non-judgmental environment for the family members/residents entering our facility. Stay observant of the environment and provide calming intervention as required to ensure.
- Complete employee monthly supervisions, statistics, payroll, supervisory and other admin tasks as required.
- Thorough knowledge of Case management regarding implementation, responsibilities, and integrating applications.
- Communicate and work productively and collaboratively with the Management Team, other departments, and community partners to ensure seamless and effective service delivery; promote ongoing improvement of services, program evaluation and program development while maintaining and upholding a family member-centered approach
- Provide direct line support to family members when required; service restriction follow-ups and assist with de-escalations. Support the staff with service restriction recommendations, and family member follow-up meetings

- Provide first response to crisis intervention as required.
- Debriefing with staff and residents following critical incidents.
- Communicate with team members 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.
- Promote a trusting and safe place for both family members and staff by mediating and resolving conflicts, addressing concerns, intervening in crisis where necessary, and ensuring policies are being followed
- Troubleshoot issues as they arise; provide problem solving as needed with the team and be solution focused. Maintain calm, clear and decisive leadership in crisis or emergency situations
- Ensure positive and professional representation of the Community Centre in all interactions with family members, staff/co-workers, and community partners/outside agencies
- Maintain professional boundaries with family members, staff, and community partners. Communicate relevant information between family members and other direct service staff; always maintaining confidentiality
- Support workshop facilitators and volunteers in conducting their work in the Community Centre space; work collaboratively with the manager and director to evaluate programming and collect participant feedback
- Actively participate in staff training and onboarding new hires in collaboration with the Manager and Team Lead. Attend/lead Community Centre staff meetings, training, and other meetings as assigned
- Provide Supervision/direction to all Community Centre staff. Directing and supporting Team Lead Staff.
- Maintain a strong understanding of all applicable BCGEU collective agreements and how it functions for the Community Centre staff
- Keep facility in a clean and tidy state at all times
- Executes other responsibilities as may be assigned by Senior Management
- Acts as an advocate on behalf of family members/residents, working for rightful justice and fair treatment, taking appropriate action to assist. Working with family members/residents to build life skills and connection to services
- Facilitate regularly scheduled Family Member Meetings
- Facilitate regularly scheduled Staff Meetings.
- Provides frontline supervision and maintains a presence on-site.
- Upholding and modelling Our Place Society's values
- Liaising with community and neighbour of assigned site.
- Participation in On-call rotation with other Site Supervisors

- Investigate and complete any discipline/investigation meetings or discipline procedures.
- Arrange, support and coordinate Family Member programming
- Support the Implementation of the Community Centre Plan 2025

***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, including substance use 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 are an asset.
- Naloxone training is 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 health & substance use.
- Effective personal boundary setting skills with both clients and co-workers.
- Strong multi-tasking skills

**Qualifications:****Education and Knowledge:**

- Any post-secondary education is an asset with preference in the human and social services field in a Degree, Diploma or Certificate program such as: BSW, Mental Health Worker, Community Health Worker, Mental Health and Addiction Worker and Social Services Worker.
- Equivalent experience in the community social services sector with working knowledge of community support agencies and resources will be considered.
- Knowledge of current social issues related to homelessness, mental illness and drug addiction is essential.



Hope and Belonging

### **Training and Experience:**

- 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.

### **Working Conditions**

**Shifts:** Full time, 37.5 hours per week. Day and evening shifts, some weekends will be required.

**Compensation:** \$76,654.50 – \$85,566.00 (commensurate with experience)

**Benefits:** Vacation is accrued at a rate of 6% or in accordance with your length of service as per the collective agreement (Article 18.1). Eligible for a 100% employer paid comprehensive benefits plan, including health and dental coverage, after completion of probationary period.

**This position is union exempt.**

### **How to Apply:**

Eligible candidates are invited to submit a covering letter with their resume detailing their related background, experience, and qualifications by 3pm on Friday, July 25, 2025 to [careers@ourplacesociety.com](mailto:careers@ourplacesociety.com) or to Our Place Society, Attention Ryan Brost, HR Manager, 1027 Pandora Ave, Victoria, B.C. V8V 3P6. Please quote “File #25.83 – Site Supervisor – Community Centre” 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.