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Hope and Belonging

Job Posting

#25.100 SITE SUPERVISOR

Responsible for Casual Staff

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 of Housing and Shelters, the Site Supervisor will be responsible for the direct management of all the casual support worker pool to assist in the smooth operation of all departments in the organization primarily the supportive Housing and Shelter sites. Also, to assist other sites in the duties of Site Supervisor where needed.

Duties and Responsibilities:

- Create a safe, welcoming, and calming environment for the family members/residents entering our facility. Stay observant of the environment and provide calming intervention as required to ensure the safety of everyone and policies are being respected.
- Complete employee monthly supervisions, statistics, payroll, and other admin tasks as required.
- Responsible for all management duties with the casual staff in terms of discipline and day-to-day issues.
- Interview and hire all casual staff in collaboration with the HR department.
- Develops, reviews and implements full orientation plans for all casual staff.
- Performs bi-monthly supervisions for all casual staff including mid probation and 90-day reviews.
- Represents OPS if required with community, municipal, provincial meetings.
- Assist the Director of Housing and Shelters in budgeting for casual staff.
- Reviews the payroll for all casual staff.

- Ensure that the casual pool is receiving appropriate and effective training.
- Works collaboratively by sharing management duties with the other Site Supervisors as directed.
- Collaborate with team/management in program evaluation and program development for all sites.
- Provide first response to crisis intervention as required. Communicate with team members and Manager of Housing and Shelters and work alongside them to deescalate and resolve situations. Call for assistance when appropriate. Report all incidents, observations, and unsafe conditions through the proper channels.
- Provide Supervision/direction to all Supported Housing or Shelter Staff in conjunction with the Manager. Directing and supporting Team Lead Staff. Involved with onboarding and training new staff.
- 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 move toward permanent housing.
- Works alongside and provides leadership, support, and training to volunteers in their roles serving family members/residents for OPS.
- Work collaboratively with the OPS Occupational Health and Safety Officer and OHS Committees to ensure a safe workplace at all sites by complying with any Worksafe BC order or new procedure.
- Facilitate regularly scheduled Casual Staff Meetings.
- Uphold and model Our Place Society's values.
- Possible debriefing with staff and residents following critical incidents.
- Liaising with community and neighbour of assigned site.
- Participation in On-call rotation with other Site Supervisors
- Follow all BCGEU General Services collective agreement policies.
- Investigate and complete any discipline/investigation meetings or discipline procedures.

Qualifications:

Education and Experience:

- 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.

Skills and Abilities:

- Supervisory experience is required; two years is preferred in a similar position/field.
- Experience working with marginalized populations is essential.

- Proficient in Excel, Outlook, and Word.
- Demonstrated Management skills.
- Some knowledge of Indigenous culture/sensitivity and the Truth and Reconciliation process.
- A clear understanding of Statistical Terms and Concepts.
- Comprehensive knowledge in revising program Policies and Procedures.
- Comprehensive knowledge of the BCGEU General Services Collective Agreement and be able to implement.
- Skilled in problem solving and demonstrates strong analytical abilities.
- Strong ability to foster an environment for employee/ resident 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.
- Effective personal boundary setting skills with both clients and co-workers.
- Demonstrated problem solving/organizational skills.
- Strong multi-tasking skills

Working Conditions

Shifts: Full time, 37.5 hours per week. Schedule should be flexible to accommodate all casual shifts for supervisions and on-call rotation with Housing and Shelters site supervisory team. Evening/night shift and weekend work will be required. *Start date: mid-September 2025*
Compensation: $76,654.50 – $85,566.00/annum (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 Thursday, August 28, 2025 to careers@ourplacesociety.com or to Our Place Society, Attention Ryan Brost, HR Manager, 1027 Pandora Ave, Victoria, B.C. V8V 3P6. Please quote "File #**25.100 – Site Supervisor – Responsible for Casual Staff**" in the subject line.

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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.