



**UNDER ONE ROOF**  
Wellness. Community. Purpose.



## Internal Job

### Posting 2024-15

<b>Position</b>	<b>Site Supervisor</b>
<b>Status:</b>	<b>Temporary Part-time / until the incumbent returns</b>
<b>Work Area:</b>	<b>Programs &amp; Services</b>
<b>Shift:</b>	<b>Sat, Sun, Mon, Tues, 5:00 pm – 1:00 am</b>
<b>Wage/Salary:</b>	<b>Grid Level 14</b>
<b>Posting Date:</b>	<b>Feb 9, 2024    Reposted: March 01,2024</b>
<b>Closing Date:</b>	<b>Feb 16th,2024                                    March 08,2024</b>

This position is open to all staff and evaluated in accordance with the Collective Agreement. Qualified internal candidates shall be considered and interviewed prior to external candidates.

This position is open to all genders.

This position requires membership in the Union.

Interested individuals should apply by providing a **resume and cover** letter to SHHS Management Team at [info@shhs.ca](mailto:info@shhs.ca) quoting the **Posting No. 2024-15 in the subject line.**

#### JOB DESCRIPTION:

Under the direction of the Director of Operations, the Site Supervisor plans, develops, implements, and assists the manager to oversee the day-to-day operation of the assorted services of Squamish Helping Hands including housing, outreach & peer witness programs, participant care and case management, staff training, and community resources.

To be successful in this role, this individual should be:

- Highly Organized and detail oriented.
- Comfortable using and learning new technology systems as well as a demonstrated ability to use Microsoft Office (Word, Excel, Outlook) Hifis and database experience.
- Able to keep calm and productive when pulled in many different directions.

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- Able to work with people with barriers, volunteers, community participants and a wide range of others.
- Adaptable to a busy and ever-changing environment.
- Both a self-starter and able to lead and work as part of a collaborative team.
- Demonstrated in-depth working knowledge of community social service programs, resources, and services.
- Experience with program planning, evaluation, development, and delivery.
- Critical and analytical thinker.
- Demonstrated ability to find innovative ways to resolve problems.
- Demonstrated leadership abilities including strong supervisory, conflict resolution problem solving and team building skills.
- Excellent written and oral communication skills.
- Excellent interpersonal and public relations skills including the ability to form strong professional relationships.
- Attitude and values which are compatible with the Vision, Mission, and Values of SHHS
- Extensive knowledge of Harm Reduction and Housing First Model of operation.
- This position plays a key role in promoting a culture of dignity, growth, inclusion and belonging within a positive, vibrant, and healthy workplace culture.
- Setting a strong example for those who they work with on shift, providing a professional considered approach to problem solving as they guide the events and tasks of their shifts.

#### TASKS AND RESPONSIBILITIES

- Plans and supports the development of various programs of the Society under the direction of the Manager
- Implements program activities and events
- Forms program policies and procedures in consultation with the Manager
- Monitors the day-to-day operation of the programs, ensuring the necessary staff, volunteers and equipment are in place, program guidelines are adhered to, and all requirements are met.
- Evaluates programs in consultation with the manager.
- Supervises staff by performing duties such as assigning work, providing feedback on performance, and participating in performance evaluations.
- Leads and oversees the development and ongoing monitoring and review of client case plans.
- Schedules program staff in accordance with staffing requirements ensuring breaks are facilitated.
- Participates in the recruitment and selection of staff by supporting the interview process.
- Orients and trains program staff and volunteers.
- Monitors program expenditures and participates in preparing the program budget for submission to senior management.

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- Promotes public awareness of programs by performing duties such as producing promotional materials, attending community events and community meetings.
- Maintains records and data related to programming and produces reports as required.
- Oversees resident intake and placement, resident reviews, ensures complete and accurate records on residencies, and reports on housing program.
- In collaboration with the Operations Director, ensures timely and complete critical incident reporting and supervises building safety.

#### QUALIFICATIONS AND EXPERIENCE

- Diploma in a related human/social service field
- 2-3 years recent related experience
- 1-year supervisory experience
- Experience working with people with extensive barriers preferred
- Experience working collaboratively with volunteers and co-workers
- First Aid Certificate
- Strong interpersonal skills
- Effective communication and computer skills
- Conflict Resolution Skills

For more information on the various focus areas please contact [info@shhs.ca](mailto:info@shhs.ca) and we will send you a more detailed job description.

Note that Squamish Helping Hands workplace currently falls under a Provincial Health Order that requires workers to be fully vaccinated for COVID-19.