

Employment Opportunity

Programs Supervisor

Salary: \$53,000-\$60,000

Working at YWCA Banff

YWCA Banff is a community-based, feminist organization with over 100 years of experience in Banff and the Bow Valley. Governed by a volunteer Board of Directors, our organization shapes a safe, inclusive community that empowers women and their community in support of our vision of a thriving, equitable society. The primary role of the Programs Supervisor is to support the residential programs team in dealing with day-to-day Shelter, Transitional Housing, Project Home, and YWCA Banff Housing operations. Approximately 50% of their role will be dedicated to performing front line job duties associated with the programs listed above. The other 50% of the role will provide leadership to the residential programs team including: scheduling, staff orientation/training, case consultation and case load management.

A Day in the Life

Specific responsibilities include but are not limited to:

Supervisory

- Support programs staff through training, ongoing communication, debriefing, and support with questions and concerns
- Develop and maintain working relationships with community agencies and professionals in the Bow Valley that will enhance the support system for clients accessing YWCA Banff programs
- Monitor and develop program staff schedule (time off requests, timesheets, on-call, and daily schedule)
- Communicate needs and act as a liaison between various teams at YWCA Banff
- Maintain and update necessary forms and staff training binders
- Work with colleagues to determine available inventory and use of same
- Monitor documentation and data entry to ensure accuracy of recording
- Monitor and make recommendations to the Manager of Programs to ensure that agency policies and procedures support best client-focused practices
- Contribute to a positive and supportive workplace environment at YWCA Banff
- Support Programs Manager with database, evaluation, and reporting
- Support Programs Manager with performance development of staff team
- Other duties as identified by the Programs Manager

Front-line

- Provide emotional support, referrals, and systems navigation to people from the Bow Valley who have experienced domestic/sexual violence and/or precarious housing/homelessness
- Support client crisis and answer the crisis line, as required
- Adhere to department guidelines, policies, and procedures as well as strict privacy and confidentiality agreements
- Complete necessary documentation and statistics for all residential programs
- Manage and participate in after hours on-call roster

The ideal candidate offers:

Approach

- Provide services based in an understanding of the gendered nature of domestic and sexual violence
- Practice within a feminist and/ or anti-oppressive framework and an aligning model of practice
- Survivor-centered approach
- Approach fellow colleagues and clients with empathy, compassion, and kindness
- Work from a self-reflective approach with an openness to learning and growth
- Treat everyone with respect and with a focus on choice and empowerment
- Maintain understanding of trauma theory
- Actively seek out and engage in professional development to maintain best practice

Qualifications, skills, and abilities

- Bachelor's degree in social work, psychology, or a related social sciences field.
- Registration with a governing body preferred
- Prior experience working in sexualized assault, domestic violence, homelessness, affordable housing, or associated field
- Strong leadership and supervisory skills
- Exceptional organizational and time management skills
- Mentorship and coaching skills
- Knowledge of dynamics of domestic violence and women's issues
- Knowledge of crisis intervention in family violence including intimate partner, child, and elder abuse
- Possess an understanding of the intersection of gender-based violence and homelessness as well as the unique challenges faced by individuals and families working in the Bow Valley
- Strong knowledge in the fields of suicide prevention, addictions, and mental health
- Knowledge of Landlord and Tenants Act, Protection for Persons in Care Act for Alberta, and Children First Legislation
- Ability to plan and organize, implement, and evaluate program activities
- Experience in staff supervision and scheduling is an asset
- Knowledge of social services, resources and supports available within the Bow Valley
- Demonstrated ability to be flexible, problem solve and respond to competing demands in a fast-paced environment

Position Details

- 37.5 hrs per week
- Expectation of some evening and weekend work, including working on-call shifts

If you want work that will change lives, we want to meet you.

If you are interested in this role, please submit a cover letter and resume to jobs@ywcabanff.ca

To learn more about this opportunity or to request accommodation in the application process, please reach out to jobs@ywcabanff.ca

Applications will be accepted on an ongoing basis until November 30, 2022.

The YWCA offers a competitive benefits and compensation package with options for flexibility and encourages training and personal development for all employees.

YWCA Banff is committed to reflecting the diversity of our community and our field of work, in line with our commitment to building a thriving, equitable society for everyone. We celebrate diversity, recognizing it as both a strength and an advantage to our organization and community.

We encourage all qualified applicants to apply including women, persons with disabilities (seen and unseen), members of visible minorities, Indigenous Peoples, veterans, individuals of diverse gender and sexual orientation and all groups protected by the Human Rights Code.

YWCA Banff strives to create a working environment that is inclusive, psychologically, and physically safe and ensures everyone can be heard and valued for their contributions. YWCA Banff is committed to making any reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. To request an accommodation, please email jobs@ywcabanff.ca.