

Job Posting

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| Job Title : | Supervisor – Community and Client Engagement | Status: | Full-time (6 Months), Contract |
| Department: | Housing Services, Hotel Program | Union: | Excluded |
| Salary : | Salary based on experience and qualifications | File No.: | #20-HHS-16 |
| Posting Date: | August 28, 2020 | Posting Close: | September 11, 2020 4:30pm |

Dixon Hall Neighbourhood Services (Dixon Hall) is multi-service agency located in the heart of east downtown Toronto. For 90 years, we have been touching the lives of thousands of our community's most vulnerable residents by providing a range of programs and services across every stage of life. We value respect, diversity, integrity, care and compassion and accountability.

Dixon Hall is currently accepting applications from qualified candidates for the position of Community and Client Engagement Supervisor. Reporting to the Manager, Shelter Services, the Community and Client Engagement Supervisor is responsible for providing supervisory support for the operational requirements of their assigned portfolio.

Responsibilities:

- Support in planning, coordinating, directing and monitoring the effectiveness of all operational activities of the assigned portfolio.
- Support and participate in projects in area of responsibility and provide status reports to direct manager.
- Establish and maintain effective working relationships with our city councillor(s), local community leaders, organizations, groups, residents and other community members;
- Participate in funder initiated and local community planning initiatives related to Housing Services issues, and work closely with the Housing team to ensure congruence between programs/services and community
- Assist with the on-call duties on a rotational basis.
- Support managing property management issues
- Undertake other tasks and responsibilities as assigned.
- Consistently apply the terms of the collective agreement within the department.
- Apply and ensure that all employees within the assigned area of supervision understand WSIB claim process and importance of return to work' measures to avoid lost time claims.
- Operate in an effective, efficient and client focused manner to achieve the best outcomes for clients.

- Participate in the effective and efficient procurement and supply control procedures in assigned portfolio.
- Participate in managing the payroll responsibilities for assigned portfolios.
- Act in a leadership capacity in the development of community partnerships with other service providers and other community agencies to address issues of service delivery and policy development.
- Act as a community resource for conflict resolution, mediation, facilitation, building consensus through the development of systems that can be replicated.
- Seek opportunities to be involved in and contribute to Shelter and Housing Networks in the Community and the City of Toronto.

Qualifications:

- BSW or Social Services Community College Diploma, or related degree/diploma, or equivalent related work experience.
- 3 years or more years' experience working with people experiencing homelessness or who have challenges in obtaining and maintaining housing.
- 3 or more years of supervisory experience in a Unionized environment.
- Excellent supervisory and leadership abilities in the areas of human resources, finance, labour relations.
- Demonstrated crisis intervention, de-escalation, counseling, conflict resolution, and advocacy skills.
- Excellent customer service, organizational, and interpersonal skills.
- Strong written and verbal English language communication skills; fluency in other languages will be considered an asset.
- Effective at building good interpersonal relationships; ability to be flexible and patient when interacting with clients, peers, and volunteers.
- Knowledge of the political, structural, and sociological reasons for homelessness and poverty in the City of Toronto.
- Experience working with all levels of professionals in community agencies and government offices.
- Ability to collaborate with individuals, client groups, agencies, and other organizations.
- Ability to work independently and as part of a team.
- Satisfactory Vulnerable Sector Police Records Check.
- Qualified to work in Canada legally for the employer.
- Emergency First Aid/CPR certification preferred.



To apply, please email your resume and cover letter as a single Word or pdf document to hr@dixonhall.org before **September 11th, 2020 at 4:30 p.m.** quoting **File #20-HHS-16** in the email "Subject" line.

Dixon Hall Neighbourhood Services is committed to developing an inclusive selection process and work environment. If contacted for an interview, please advise the hiring manager if you require any accommodation during the interview process. The hiring process is governed by Dixon Hall Neighbourhood Services Race Relations and Employment Equity Policies.