

Job Posting

Job Title:	Shelter Supervisor	Status:	Full-time
Department:	Housing Services	Union:	Excluded
Salary:	Salary based on experience and qualifications	File #	#22-HHS-32
Posting Date:	June 14, 2022	Posting Close	June 28, 2022

Dixon Hall Neighbourhood Services (Dixon Hall) is multi-service agency located in the heart of east downtown Toronto. For 91 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 Shelter Supervisor. Reporting to the Manager, Shelter Services, the Shelter 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.
- Support monthly scheduling process for the Housing Services' department
- 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.
- Ensure that all employees within the department 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 development of the annual department budget.
- Oversee the effective and efficient procurement and supply control procedures in assigned portfolio.
- Support 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.
- 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.
- A minimum of 3 years supervisory experience or related experience.
- Management experience in a unionized environment.
- Excellent supervisory and leadership abilities in the areas of human resources, finance, labour relations.
- Previous experience working with people experiencing homelessness or who have challenges in obtaining and maintaining housing.
- 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.
- Emergency First Aid/CPR certification preferred.
- **MUST** be qualified to work in Canada legally for the Employer.
- Able to provide a “Clear” or satisfactory Vulnerable Sector Police Check as determined by the operational requirements of the program.
- **MUST** be fully vaccinated (two (2) doses) against COVID-19 with a vaccine that has been approved for use in Canada.

To apply, please email your resume and cover letter as a single Word or pdf document to hr@dixonhall.org before **June 28, 2022 at 4:30 p.m.** quoting **File #22-HHS-32** 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.