



Scarborough Centre for Healthy Communities (SCHC) is dedicated to providing accessible, equitable, and transformational health and social service choices for the well-being of Scarborough's diverse communities. We cultivate vital community services by promoting healthy lifestyles while delivering a comprehensive range of culturally competent health and social services programming. Our I2CARE values ensures that we, as a work community, treat all with, inclusivity, innovation, collaboration, accessibility respect and equity.

As an employer, we strive for excellence as a workplace and are committed to building a workforce that enhances our capacity to meet the needs of the diverse communities we serve.

We are currently looking to hire a:

After-Hours Community Support Services Supervisor

1 Full-Time – Evening

Reporting To: Manager – Community Services

Purpose:

The After-Hours Community Support Services Supervisor will directly oversee various employees working during evenings and weekends across SCHC sites, including but not limited to individuals from the Integrated Housing Services (IHS) team, the Community Health and Engagement team as well as the Interprofessional Primary Care team. The Supervisor will follow operational managers' directions and work alongside team members, helping them to complete basic duties and responsibilities. They will supervise the daily tasks and productivity of the various teams and ensure that the goals and objectives set out by the managers are achieved.

Key Areas of Responsibility:

- Provide oversight over evening/weekend operations of various programs and services across SCHC.
- Assign tasks to employees and oversee workflow of the department to reach productivity goals.
- Answer questions from employees and providing hands-on direction and guidance.
- Train new employees on organizational procedures.
- Coach existing employees on new tasks and responsibilities.
- Create and monitor performance goals and deadlines that align with the organization's objectives.
- Monitor employee work tasks and reassigning duties as required.
- Keep track of employee's schedules, time off requests, sick days, and vacation requests.
- Gather information and submitting performance reports to the program manager as part of the annual staff performance review.
- Inform the appropriate department managers about any disciplinary issues with employees that need to be addressed.

- Develop and/or update program materials to ensure compliance with organizational, funder-specific, and accreditation standards and requirements.
- Support ongoing program promotion/ outreach.
- Ensure monthly client experience surveys are completed as per policy.
- Ensure SCHC's Person Family Client Care (PFCC) principles are adhered to and implement mechanisms for engagement to support organizational quality improvement measures and foster ongoing enhancement of the program.
- Complete all applicable audits according to organizational policies.
- Support the manager with recruitment, interviewing and retention of staff.
- Provide/organize orientation and training for new staff, students and volunteers.
- Support onboarding and off-boarding staff, students, and volunteers.
- Provide/organize supervision for students.
- Monitor data quality and staff performance targets by regularly reviewing documentation in client management systems and report issues to the manager for follow-up.
- Engage in training and education to upgrade skills to fulfill the responsibilities of the position.
- Take part in team huddles and meetings for the purposes of ensuring coordinated and integrative programming, and resource sharing.
- Be familiar with the organization's policies, procedures, and site-specific emergency procedures.
- Represent the teams on internal staff committees, inter-agency initiatives as directed.
- Perform other duties as assigned that are reasonable within the scope of the job.

Educational, Experiential and Professional Qualifications:

- Post secondary education or relevant work experience in community health or social support services.
- A degree or diploma in a community based or health-related field from an accredited university or college program an asset.
- Minimum of 1 – 3 years of experience in a leadership role within the health, mental health or community services fields.
- An understanding of quality improvement and performance management is required.
- Experience supervising staff, students and volunteers.
- Experience in program development, implementation, monitoring and evaluation an asset.
- Experience in maintaining budgets/statistical reporting is an asset.

Skills and Attributes:

- Strong organizational, interpersonal and communication skills.
- Good assessment and problem-solving skills.
- Experience with conflict resolution techniques.
- Strong organizational, leadership, team building, and strategic planning skills.
- Excellent multi-tasking and time management skills.
- Excellent verbal and written communication skills.
- Ability to exercise excellent judgment, flexibility, creativity, and sensitivity to changing situations and needs.
- Collaborative, responsive, and adaptive leadership style.
- Ability to work closely with leaders and staff.
- Demonstrate an anti-oppression approach to practice and work from a client-centered, health equity, anti-racism, harm reduction, and trauma informed approach.

- Knowledge of issues affecting and experience working with marginalized communities, policies, legislation, programs, and related scope of practice and social determinants of health.
- Excellent skills in Microsoft Office, including Power BI, SharePoint, Excel, Publisher, Microsoft Forms.
- Familiarity with health record systems.
- Excellent interpersonal skills.
- Second language is an asset.

Significant Working Conditions:

- Work between multiple sites.
- Flexibility of hours – evening and weekend work required.
- Comfortable working alone in the community with minimal supervision.
- Willingness to attend unit / home visits.
- Working in TCHC buildings and other community locations.
- Vehicle

required

Why SCHC:

- A strategic commitment to organizational health, ensuring our people and culture are well supported
- Full-time employees are eligible for 4 weeks paid vacation, with more time added as tenure grows.
- Continuous funded training opportunities
- Health benefits including prescription drugs, dental, vision care, alternative therapies, life insurance, employee assistance program, disability insurance; benefit coverage for family and dependents available
- Mileage expenses reimbursed at CRA recommended rate
- HOOPP pension plan member
- A strategic commitment to Action on Equity to advance diversity, equity, inclusion and belonging utilizing an intersectional lens.

Remuneration: \$63,816 - \$88,619 per year

Band: 8

Please apply in confidence to HR by email: Recruitment@schcontario.ca

We would like to thank all applicants; only those invited to interviews will be contacted.

Note: Please quote **S-CSC** in the subject line.

This is an Existing Vacancy.

If you require any accommodation, please advise Human Resources. As a condition of employment all new hires must be legal to work in Canada. You will also be required to undertake a Vulnerable Sector Screening with Police Services. Only applicants selected for interviews will be contacted.

SCHC values equity, inclusion and accessibility. We welcome those who have a demonstrated commitment to upholding these values and who will assist us to expand our capacity for diversity in the broadest sense. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, newcomers, persons with disabilities, and those who identify as women and/or LGBTQ2S+

SCHC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. We respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. SCHC will provide accommodations to applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources staff of the nature of any accommodation(s) that you may require.

www.schcontario.ca.

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