



## **Job Title: Permanent Supportive Housing Supervisor**

### **Position Overview:**

As a Permanent Supportive Housing Supervisor, you will play a crucial role in managing and overseeing the day-to-day operations at one of our permanent supportive housing facility. You will be responsible for coordinating various aspects of resident care, staff management, and administrative tasks. Your dedication and leadership will directly impact the well-being of our residents and the success of our organization.

### **Key Responsibilities:**

#### **Coordinating Intakes:**

- Manage intake processes, including Electronic Transfer Orders (ETO) and community referrals.
- Ensure efficient and compassionate admission of residents.

#### **Resident Management:**

- Support the cultural programming at the center for all staff and residents
- Liaison with other program areas to ensure all facets of resident care are met
- Develop and support programming for all residents
- Handle resident-related matters such as issuing warning letters, developing safety plans, and managing eviction processes.
- De-escalate conflicts and build positive relationships with residents.

#### **Hiring:**

- Participate in the recruitment and selection of new staff members.
- Oversee the onboarding process for new hires.

#### **Staff Supervision and Training:**

- Provide supervision, coaching, support, and training to staff, including healthcare professionals, peer navigators, and housing outreach workers.
- Schedule regular training sessions for staff development.

#### **Building Operations:**

- Oversee building operations, including maintenance requests, pest control (e.g., bed bugs), and ensuring a safe living environment.

#### **Scheduling and Payroll:**

- Manage staff scheduling and payroll processes efficiently.

**Monthly Reports:**

- Prepare and submit monthly reports on facility operations and resident statistics.

**Administrative Tasks:**

- Handle administrative responsibilities associated with intakes and hiring new staff members.
- Maintain accurate records and documentation.

**Financial Management:**

- Invoice government agencies such as Alberta Works, AISH, etc., and track all funds received.
- Manage and reconcile petty cash funds.

**Community Engagement:**

- Build and maintain positive relations with the local community and stakeholders.
- Provide information and resources to residents to support their integration into the community.

**Policy and Procedure Management:**

- Develop, update, and enforce building policies and procedures.

**Health Support:**

- Follow up with residents' medical needs, including Medication Assistance Programs (MAP), Medical Care Plans (MCP), and medication management.

**Qualifications:**

- Bachelor's degree in a related field (Social Work, Public Administration, etc.) or equivalent experience.
- Previous supervisory experience in a similar setting.
- Strong interpersonal and communication skills.
- Knowledge of relevant regulations and legislation.
- Ability to work effectively in a fast-paced and dynamic environment.
- Compassion, patience, and a commitment to improving the lives of vulnerable individuals.

**Benefits:**

- Health Benefits: Access to health insurance coverage, including medical, dental, and vision plans
- Indigenous Cultural Awareness: Access to ongoing cultural supports and paid ceremonial leave
- Meaningful Work: The satisfaction of making a positive impact on Indigenous communities by addressing the housing needs of Indigenous populations and working towards social justice.
- Collaborative Environment: The opportunity to work closely with diverse stakeholders, including Indigenous leaders, government officials, community members, and other professionals committed to Indigenous housing, fostering collaborative relationships and collective problem-solving.
- Community Engagement: The ability to engage directly with Indigenous communities, build relationships, and witness the positive outcomes of the agency's housing programs and initiatives.