

**Title: Training Supervisor**

Job Status: Full Time 40 hours

Job Region: All Blue Door Locations

Equipment: Computer, telephone, calculator, Reliable Vehicle/Valid Driving License/Insurance.

Salary: \$55,000-\$60,000

Blue Door is a not-for-profit registered charitable agency governed by a volunteer Board of Directors. We have been an integral part of our community providing essential emergency shelter services since 1982. Blue Door's mission is to support people who are at risk of or experiencing homelessness to attain and retain affordable housing.

**Job Summary**

Reporting to the Senior Manager, Training and Employment, the Training Supervisor will be responsible for overseeing the day-to-day social components of the training delivery. This includes expectation setting, performance tracking and check-ins. The applicant must be resourceful and actively seek ways to support program participants through one-on-one support and community referrals when applicable. This person must be a team player – participating in team meetings, providing new ideas on how to enhance and improve the program, as well as being flexible in completing various tasks as needed with a consistency and within the values, goals and mission of the organization.

**Responsibilities**

- Provide leadership through establishing and maintaining effective working relationships with all stakeholders of the organization including program participants.
- Supervise staff and students of the program to ensure the mandate of the program is carried out and is consistent with the goals of the Agency.
- Run an effective orientation with each new cohort.
- Support Training Coordinators in providing wraparound supports for participants from intake through graduation and beyond.
- Develop opportunities with program partners to secure employment for participants.
- Engage past program graduates to maintain a sense of community within the Construct Program.
- Work closely with Training Coordinators to address any underlying issues including conflict resolution and culture.
- Respond, assess and provide conflict resolution in response to any conflicts that arise amongst participants.
- Ensure all program records and appropriate client documentation is maintained.
- Connect participants with existing community supports and services as needed.
- Examine new opportunities aimed at program growth and continue to build on resources and supports offered to program participants.

- Oversee collection and compilation of program statistics and data and prepare regular reports as required.
- Be well organized, including maintaining a detailed log of all interactions, attendance tracking, completing performance reviews, and expectation setting.
- Develop and implement opportunities and strategies to foster teamwork, comradery, and growth.
- Other duties as assigned.

### **Respect and Professionalism**

- Maintain professionalism in the workplace.
- Working cooperatively alongside and supporting all Blue Door team members and departments.
- Adherence to the mission, vision, policies and procedures of the agency.
- Able and willing to promote harm reduction practices in accordance with core standards.
- Attend internal staff meetings and staff training as required.
- Maintain the confidentiality of all client and agency information.
- Utilizes effective conflict resolution skills in accordance with (Crisis Prevention Intervention (CPI) training.
- Fosters positive and appropriate relationships with clients, colleagues, community partners and volunteers.
- Provides referrals and follow-up as necessary.
- Meets with manager on a regular basis and participates in completion of annual performance evaluation.

### **Occupational Health & Safety**

- All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others.
- All employees shall learn and understand health and safety policies and procedures and will comply with them.

### **Qualifications**

- Minimum Bachelor of Social Work Degree or equivalent combination of Bachelor level education and experience.
- Minimum of three years' work experience in a social service field.
- Knowledge of community resources available in York Region and surrounding areas.
- Skilled in providing leadership and direction to individuals and teams.
- Ability to work independently and within a multi-disciplinary team.
- Excellent verbal and written communication skills.
- Strong ability to problem solve in conflict and/or crisis situations.
- Knowledge, understanding and promotion of anti-oppressive practices.
- Experience working with vulnerable populations.
- Excellent organizational and time management skills.
- Demonstrated computer literacy including Microsoft Office.
- CPR and First Aid Certified. Crisis prevention training would be an asset.

- Clear Vulnerable Sector Screening police check required.
- Valid Driver's license, reliable vehicle and insurance to travel for work.

All applications will be reviewed as received, and interviews will begin for qualified candidates as soon as possible. The position may be filled before this job posting ends. Only candidates selected for an interview will be contacted. Please submit a cover letter and resume at [hr@bluedoor.ca](mailto:hr@bluedoor.ca)