

BLUEDOOR

Title: Client Services Supervisor, Full Time

Location: Newmarket/East Gwillimbury

Hours of Work: 40 hours per week

Schedule: Days/Evenings/Weekends

FTE: One (1)

Rate: \$50,000 to 55,000

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 Doors mission is to support people who are at risk of or experiencing homelessness to attain and retain affordable housing.

Job Summary

Reporting to the Program Manager, the Client Services Supervisor is a social worker, or equivalent, who provides case management to coordinate/facilitate services for individuals and families who are homeless. The Client Services Supervisor will ensure that clients with complex needs are receiving the intensive supports needed to assist them in reintegrating into the community and provide follow up support to reach their goals.

Responsibilities

- Supervision of student placements.
- Supervises and oversees staff in coordination with Program Manager
- Review completed client service framework packages and identify those clients with more complex needs.
- Determine strengths, risks, needs and goals of clients to create individualized case management plans.
- Support and facilitate the onboarding of new hires through orientation.
- Direct the team members to support client goals and plans.
- Support Manager to facilitate staff meetings to accommodate all shifts.
- Maintain, update, track and monitor client progress and provide additional supports as required.
- Ensure all program records and appropriate client documentation is maintained.
- Build, maintain and strengthen working relationships with community service providers, including expanding the existing list of community supports.
- Refer clients to appropriate services, advocate as needed, and follow up to ensure referrals were completed and connections made.
- Facilitate wrap-around supports for clients.
- Transporting clients as needed.
- Facilitates, provides leadership and collaboration for internal case management meetings, and meetings with other service providers.
- Direct discharge planning process for clients to ensure support and services are in place to achieve success in maintaining housing options.
- Conduct exit interviews with clients.

- Complete documentation, including reports and case notes, and collect data as required.
- Provide regular monthly and quarterly reports
- Attend and act as a member of committees.
- On-call responsibilities
- Other duties as assigned

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.

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

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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 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 diverse, multicultural client groups including homeless, mental health and addictions
- Excellent organizational and time management skills
- Demonstrated computer literacy including Microsoft Office
- CPR and First Aid Certified
- Crisis prevention training would be an asset
- Vulnerable Sector Screening – police check
- Valid Drivers license, reliable vehicle and insurance to travel for work

All employees shall learn and understand health and safety policies and procedures and will comply with them In keeping with our ongoing efforts to promote equity and reflect the diversity of York Region, we encourage applications from Aboriginal peoples, persons with disabilities, LGBT, members of visible minorities and women.

In accordance with the *Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005* , and *Blue Doors AODA Policy* , accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

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 to: hr@bluedoor.ca