



## Posting Program Supervisor (Outreach) Full Time, Permanent

Hours of Work: 37.5 hours per week, primarily days and evenings with some weekends and with on-call responsibilities  
Location: Mississauga, serving Region of Peel

*Interim Place provides outreach, support, counseling and advocacy to help abused women and their children break the cycle of abuse. We are a women-centred, anti-racist, anti-oppressive, non-profit organization serving the diverse population of the Region of Peel.*

### **Purpose of Position:**

The Program Supervisor is responsible for supervising the functioning of the outreach team. The incumbent will supervise all outreach staff and ensure an effective coordinated response of support, counseling both individual and group and advocacy for abused women with or without children in the community. The Program Supervisor works in collaboration with other Program Supervisors and the Executive Director to ensure high quality and consistent practices within all programs. The incumbent supervises staff that provides non-judgmental, supportive, accessible and inclusive supports in the community and assists in the development, and monitoring the program budget. As a member of the management team, the Program Supervisor contributes to the planning and achievement of longer-term agency goals and objectives

### **Key Areas of Responsibilities (summary):**

#### **Program Planning and Evaluation**

- Support the establishment of service targets and standards, and plan outreach services accordingly
- Meet with partnering and hosting agencies on a regular basis for effective collaboration, communication and service coordination
- Arrange and plan outreach activities in the community
- Participate in the development and maintenance of outreach policies and procedures
- Operate the program within the approved budget.
- Complete program evaluation and statistical reporting as required

#### **Service Delivery**

- Ensure effective delivery of service priorities, communicating service targets and standards to staff and volunteers

#### **Staff and Team Supervision**

- Provide supervision and evaluation of all staff whose primary role is carried out in the community.

#### **External Relations**

- Participate in community coalitions and actions as a representative of Interim Place
- Liaise and network regularly with other social service and social justice agencies, women's agencies and community groups

**As a member of the management team the incumbent will be responsible for oversight related to health and safety and will be required to actively engage in the review and development of operational policies and procedures to support organizational effectiveness. In addition, participation on Board Committees will be as required.**

### **Qualifications & Requirements**

- A minimum of five years direct experience working with abused women and children
- University or college education in a related field or the equivalent in education and extensive experience.
- Extensive experience in Social Services, specifically working with women and children in areas of poverty, violence, homelessness and outreach specific experience an asset
- 3+ years experience supervising in a unionized environment
- Demonstrated commitment to and knowledge of community services
- Strong supervisory and delegation skills
- Knowledge and expertise in the various counselling techniques
- Extensive knowledge of women's issues, anti-oppression and issues related to diversity
- Excellent knowledge of the issues and concerns of abused women and their children
- Familiarity with service delivery models an asset
- Excellent verbal and written communication skills and interpersonal skills
- Strong conflict resolution and team building skills
- Ability to take initiative, to manage multiple tasks with established deadlines and work effectively within a team.
- Ability to meet timelines
- Experience and knowledge of working with the justice and medical system as well as other professionals.
- Ability to train, motivate, and recognize all team members professional needs.
- Excellent computer skills.
- Excellent oral and verbal communication skills.
- A feminist, anti-racist and anti-oppression analysis of violence against women
- Valid Driver's license and Vehicle

**Interim Place is committed to the development of an organization that reflects the community and women it serves. Applications from Aboriginal Women, World Majority Women/Women of Colour, LGBTQ Women and Women with Disabilities are strongly encouraged**

Please send a letter of application and current resume to Human Resources, Interim Place by November 2, 2012, via email at [mail@interimplace.com](mailto:mail@interimplace.com).

We thank all applicants and respectfully advise that only those candidates selected for an interview will be contacted.