



## Job Description

Title: Shelter Supervisor – Richmond Hill  
Program Area: Service Delivery

### **Job Profile**

The Shelter Supervisor is primarily responsible for the supervision and support of programming at the Richmond Hill Shelter to meet the needs of the women and children accessing the shelter. This includes staff scheduling and supervision, supporting shelter operations at Richmond Hill, overseeing the relief portfolio, ensuring the health and safety of the shelter and case management. This position reports to the Shelter Manager. Sandgate Women's Shelter of York Region Inc. works within a harm reduction, feminist and intersectional framework following the vision, mission, and guiding principles of the agency.

### **Roles and Responsibilities.**

#### **A. Staff Supervision**

- Participate in the hiring of staff
- Supervise staff at Richmond Hill shelter, relief staff, students and volunteers of the program to ensure the mandate of the program is carried out and is consistent with the goals of the agency
- Ensure all staff, students and volunteers are aware of all agency policies and procedures, and provide coaching and informal performance management when they are not adhered to
- On a daily basis, review staff communication logs, WISH reporting and other documentation to ensure accuracy – offer further training if needed
- Supervises maintenance of shelter
- Address issues if they arise on shift as aligned with Sandgate's philosophy and inform Manager of Programs of any reoccurring or major issues in staff performance for her to address
- Oversee relief portfolio – conduct regular supervision (1:1's) of relief staff
- Coach and mentor relief staff, including team building
- Conduct regular supervision, training and support to placement students and volunteers
- Coordinate and co-facilitate Richmond Hill and Relief team meetings
- Create and maintain a staff team approach which values diversity and integration of perspectives
- Provide or coordinate group and individual orientation, training and professional development for direct reports
- Maintain monthly email to relief team with updates and as required



## **B. Provision of Shelter Services**

- Adherence to the philosophy, mission, vision and values of Sandgate
- Support with all elements of Richmond Hill's programs as per the Service Delivery Guide
- Coordinate and facilitate case management, case conferences as required and other day-to-day service delivery beyond scope of Women's Advocate and Child and Youth Worker
- Support Women's Advocate and Child and Youth Worker with client crises, conflict resolution, barriers in moving forward and overcoming other needs based on knowledge and comfort of team
- Handle crises in accordance with specified policies and procedures
- Support the Manager of Programs with community resources as aligned with client or Women's Advocate needs
- Support Shelter Supervisor at Jackson's Point with any element of second-stage portfolio as needed. Note: All community program service delivery for clients in second-stage, such as outreach and transitional support, will continue to be supervised by Community Programs Supervisor
- Oversee the execution of volunteer projects and initiatives at Richmond Hill Shelter
- Participates as a member of the Management team to ensure adequate service provision and aid shelter operations
- Participate in review and evaluation of the program by making suggestions for change and accommodations based on program and client needs
- Participate in internal and/or external committees in alignment with goals, supervision with Manager of Programs and strategic plan
- Share on-call responsibilities
- Complete documentation as needed, such as Unusual Occurrence Reports and Serious Occurrence Reports
- Ensures support of services activities comply with all relevant legislation, professional standards, funding contracts and health and safety standards
- Oversee appropriate recording, collection and maintenance of information and/or files (woman's logs, case management follow up, ROI, etc.)
- After conditional approval of time off requests by Manager of Programs, fill shifts at respective shelter
- Support Shelter Supervisor at Jackson's Point when needed
- Check-in with Manager of Programs on a weekly basis with updates, successes, concerns and ideas to continue the improvement of service provision

## **C. Shelter Operations**

- Ensure maintenance of purchasing and inventory control mechanisms
- Supervise regular maintenance schedules
- Ensure all health and safety audits are conducted and issues are addressed
- Ensure appropriate security measures for facilities and checks are conducted
- Ensure routine maintenance and repairs are carried out
- Support House Coordinator with liaising with general contractors and suppliers
- Support shelter and clients with needs being met by requesting items, purchasing items with pre-approval and working with leadership team to secure donations
- Submit mileage and expense reports to Manager of Operations



- Recommend new or replacement purchasing
- Maintain comprehensive inventory and appropriate storage of existing, new and donated items (equipment, food and supplies)
- Provide direct service as back up, if required

#### **D. Other**

- Participate in webinars and training to continuously improve upon skillset and education on the issue of violence against women and children
- Maintains confidentiality in all aspects of job (written/verbal)
- Attendance at relevant meetings and events
- Assume other relevant tasks and activities as required

### **Requisite Qualifications and Competencies**

#### **A. Qualifications**

- Degree or diploma in a related discipline.
- 3-5 years experience in a supervisor position, preferably in a Violence Against Women or Social Services agency

#### **B. Competencies**

- Strong interpersonal and supervisory skills
- Excellent verbal and written communication skills to communicate effectively with all service users and coworkers through various tools and techniques
- Skilled in working with various levels of audiences
- Ability to work in deadline driven, team environment
- Ability to work independently and as an effective team member
- Tact, sound judgment, and multi-task ability
- Ability to find solutions to problems and provide workable solutions
- Demonstrated personal, organizational and time management skills, including the ability to prioritize and multi-task in order to achieve or surpass identified goals
- Flexible schedule, particularly during peak time to meet deadlines
- Fluency in French language considered an asset
- Ability to challenge current system and co-workers and resolve conflict
- Ability to liaise effectively with the general public and community resources

### **Position Requirements**

- Compliance with all organizational policies, procedures, practices and philosophies



- Commitment to and promotion of a woman-centered service within a feminist analysis in all aspects of work
  - Respect for and valuing of community diversity
  - Commitment to continuing education on women's issues, with particular emphasis on violence against women
  - Work within an anti-oppression and intersectional framework
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- Keep work environment safe/clean/welcoming
  - Positively represent the organization in every action taken on behalf of the organization (by telephone, in person, and/or written communication)
  - Clear Vulnerable Sector Screening from local Police Force
  - Valid driving licence, valid work-related insurance and reliable vehicle