

1. Position No. 81343	2. Descriptive Working Title Supervisor, Semi-Supportive Housing Program		3. Present Classification AO3
4. Branch Operations	5. Department Housing & Health Services	6. Work Location Fully Onsite	4. Date: Jan 2022
7. Position No. of Supervisor 81530	8. Descriptive Work Title of Supervisor Manager, Tenant Engagement		9. Classification of Supervisor Excluded Management
10. Job Summary:			

Reporting to the Manager, Tenant Engagement the Supervisor, Semi-Supportive Housing Program is responsible for overseeing the direct work of the Program Support Worker (PSW) team. He/she/they support staff to assist program participants in semi-supported housing programs in progressing along the housing continuum to achieve independent living. The position supervises the PSWs to ensure that Psychosocial Rehabilitation practices are being implemented, participants are receiving appropriate programming and life skills training and are supported to successfully complete the program. The role provides on-site staff with immediate consultation, crisis assistance and direction for challenging and complex situations that may arise with program participants.

11. Duties

1. Oversees, coordinates, and monitors the ongoing operations of the Semi-Supportive Housing Program.
2. Provides support and guidance on Individual Service Plans (ISPs), ensuring timelines are met, forms are completed accurately, and plans are tailored to encourage participant success. Offers immediate consultation, crisis assistance and direction to the PSW team. Conducts risk assessments after a critical incident to mitigate the situation and ensure staff and participant safety.
3. Supervises the PSW team by facilitating team development, providing training, orientation, direction and motivation. Creates a supportive and progressive team environment, coaches, trains and ensures staff or co-op students are provided with information necessary to perform their assigned duties. Conducts performance evaluations, participates in the disciplinary process and resolves grievances at the first stage of the grievance process when necessary. Manages conflicts and build team cohesion through visioning and collective problem solving.
4. Determines resources required to fulfil operational requirements, evaluates staffing needs and makes recommendations for changing staffing levels to accomplish work objectives when necessary.
5. Collaborates with Housing & Health Nurses in monitoring participants' progress and well-being; evaluates the effectiveness of planned interventions.
6. Oversees the planning and implementation of on-site or community programming.
7. Establishes a positive working relationship with external agencies and community resources. Creates and maintains a variety of program resources used to deliver and promote program information directly to program participants.
8. Participates in the development and implementation of safe work procedures and ensures that all staff are properly trained on new business systems and processes and comply with procedures and standards. Conducts accident and incident investigations and takes corrective action.
9. Works with the Manager, Tenant Engagement to ensure that program reporting, documentation and statistics are completed in a correct and timely manner. Supports the development and implementation of new and revised procedures and forms and documents to meet changing program needs. Schedules, organizes, and coordinates events and meetings.
10. Participates in and provides input to proposed BC Housing policies, programs and courses of action.

11. Maintains a high degree of professionalism including maintaining confidentiality and privacy for individuals and families residing on BC Housing sites.
12. Participates in the planning and delivery of training program and seminars.
13. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

STAFFING CRITERIA

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4. Qualifications, Education and Experience		

Degree in community social service, health care delivery, community mental health, or other relevant discipline.

Sound experience working in a community mental health or substance use setting with diverse populations that face multiple barriers to successful housing

Some supervisory experience or completion of courses in leadership.

Or an equivalent combination of education, training and experience acceptable to the employer.

5. Knowledge and Skills:	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Core Competencies</p> <ul style="list-style-type: none"> • Personal Effectiveness • Communication • Results Oriented • Teamwork • Service Oriented </div> <div style="width: 45%;"> <p>Leadership Competencies:</p> <ul style="list-style-type: none"> • Alignment & Results • Relationship Development • Team Development </div> </div> <ul style="list-style-type: none"> • Sound knowledge and understanding of Semi-Supported or Supported housing models, housing programs and policies, government and community agencies and the services they provide • Sound knowledge of psychosocial rehabilitation principles and model • Considerable experience running group programming. • Considerable knowledge of current social issues such as homelessness, mental illness, addictions, domestic violence, poverty issues and cultural diversity etc. • Ability to learn and understand BC Housing programs, policies, and operational structures • Ability to supervise staff, provide leadership, and coach a team • Ability to use research skills to stay current on social issues relevant to BC Housing clients • Ability to build and maintain collaborative working relationships with internal and external clients including staff, the public, tenants, community groups and other agencies • Ability to initiate new programs, work independently and make decisions • Strong public speaking, negotiation, conflict resolution and presentation skills • Excellent oral and written communication skills • Proficient in the use of Microsoft Office tools (including Excel, Word, PowerPoint and Outlook) • Must be willing to work evenings and weekends, with some on-call work as required • Valid BC Drivers license and daily access to a reliable vehicle • Ability to lift up to 20kg and be physically mobile throughout shift 	
6. Occupational Certification	<p>Criminal Record Check is required.</p>	