



Box 20193, RPO Towne Centre
Kelowna, BC V1Y 9H2
Administration: 778-478-7774
24-hour Line: 250-763-1040
kelownawomensshelter.ca

Supervisor, Transition House - Kelowna

The Central Okanagan Emergency Shelter Society (COESS), operating as the Kelowna Women's Shelter (KWS), provides a range of services, which focuses on the prevention of domestic abuse and support services for women and children during and following a domestic abuse crisis.

Located in the heart of the Okanagan Valley, the Kelowna Women's Shelter is growing as an organization and is looking forward to strengthening existing programming and developing new opportunities to support women and children and break the cycle of domestic abuse. Come and join us during this exciting time of growth!

We are currently seeking a Supervisor, Transition House - Kelowna. This is a full-time position, 40 hour per week, Monday to Friday offering a competitive salary and benefits package. However, given this role supports a 24/7 facility, the need to be flexible to support operations across seven (7) days is required. For operational requirements, occasional coverage of shifts may be required as well as on call rotation.

Summary

The Supervisor, Transition House - Kelowna adheres to the mission, vision, values, philosophy, and policies of KWS, and:

- Is responsible for the day-to day operations of the Frontline Support Workers, and Housekeeping/Childminding team at the Transition House
- Provides supervision of Frontline Support Workers, Housekeeping/Childminding team at the Transition - Kelowna

Reporting the Manager, Programs – Kelowna, this position will be responsible to:

Service Delivery

- Work collaboratively with the Manager, Programs -Kelowna to identify gaps, client risk assessment and support day-to-day expectations of support work to provide a safe, caring, and supportive environment for women and their children

- Ensure the physical needs of food, shelter, and safety are provided for women and children in crisis, twenty-four (24) hours per day and seven (7) days per week
- Periodically review and assess the suitability of referrals to internal and external programming
- Review and assess the suitability of extensions in stay
- Respond to women's requests and/or concerns, in consultation with Manager, Programs - Kelowna and transition house team as deemed necessary
- Responsible for required statistics and submission as requested

Leadership

- In consultation with Manager, Programs - Kelowna develop, coordinate, and facilitate regular team meetings
- In consultation with Manager, Programs - Kelowna identify training needs both in-house and external
- Facilitate and support a positive and collaborative relationship between Transition House Front Line Support Workers and Housekeeping/Childminding team with other programs/departments, leadership teams, and volunteers
- Attend community meetings/tables as requested

Management

- Supervise Front Line Support Workers and Housekeeping/Childminding team - set clear expectations, review progress, provide feedback and guidance, and hold team members accountable.
- Ensure women and team file documentation and program information are maintained in an accurate, timely, professional, and confidential manner, meeting KWS, Funder, and sector standards
- Ensure required maintenance and reviews are completed for the transition house, and maintains the related fire and security equipment and procedures

Human Resources

- Responsible for scheduling and monitoring of Transition House Front Line Support Workers and Housekeeping/Childminding teams
- Approve timesheets, lieu timesheets, vacation requests, sick time, etc.
- Responsible for the onboarding and training of Transition House front line support workers, and housekeeping/childminding team
- Monitor and maintain documentation in respect to ongoing performance expectations and goals, and conduct performance reviews
- Responsible for recruitment, coaching, disciplinary actions, dismissals, and administration of the collective agreement up to and including grievances steps 1 & 2 for transition house front line support workers and Housekeeping/Childminding teams

Financial

- Works in conjunction with the Manager, Programs – Kelowna to maintain approved budget

Qualifications

- Minimum post-secondary degree in Social Work, Psychology, or related field
- Minimum of four years of experience in similar organization/sector
- Minimum of two years leadership and supervisory experiences
- Valid BC Driver's License, own vehicle, and driver's abstract in good standing
- Successful completion of a criminal record check
- Standard First Aid Certificate and CPR Level B
- Excellent computer skills (Microsoft and client management systems)
- Experience working in a union environment is considered an asset

Skills & Abilities

- Previous experience in documentation, client support, program implementation, reporting, and evaluation is required
- Strong knowledge and linkage to external services and systems that is available to women (and children) experiencing domestic abuse
- An ability to engage with diverse populations in a respectful and culturally responsive manner
- Able to think quickly and provide expert guidance in complex, critical, or irregular events
- Must be capable and comfortable with crisis management
- Must have excellent interpersonal communication skills (oral & written)

If you are interested in applying for this position, please email your resume and cover letter to careers@kelownawomensshelter.ca

This posting will remain open until the right candidate is found.

We thank all those who express interest in this opportunity however only those short-listed will be contacted.