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kelownawomensshelter.ca

## **Supervisor, Transition House**

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. This is a full-time position, 37.5 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 adheres to the mission, vision, values, philosophy, and policies of KWS, and:

- Is responsible for the day-to day operations of the Front Line Support Workers, and Housekeeping/Childminding team at the Transition House (Kelowna and future West Kelowna locations)
- Provides supervision of Front Line Support Workers, Housekeeping/Childminding team at the Transition House (Kelowna and future West Kelowna locations)

Reporting the Manager, Transition House this position will be responsible to:

### **Service Delivery**

- Works collaboratively with the Manager, Transition House 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
- Ensures 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 reviews and assesses the suitability of referrals to internal and external programming
  - Reviews and assesses the suitability of extensions in stay
  - Responds to women's requests and/or concerns, in consultation with Manager, Transition House and transition house team as deemed necessary
  - Responsible for required statistics and submission as requested

### **Leadership**

- In consultation with Manager, Transition House develops, coordinates, and facilitates regular team meetings
- In consultation with Manager, Programs & Services identifies training needs both in-house and external
- Facilitates and supports a positive and collaborative relationship between transition House and Housekeeping/Childminding team with other programs/departments, leadership teams, and volunteers
- Attends community meetings/tables as requested

### **Management**

- Supervises Front Line Support and Housekeeping/Childminding team - sets clear expectations, reviews progress, provides feedback and guidance, and holds team members accountable.
- Ensures women and team file documentation and program information are maintained in an accurate, timely, professional, and confidential manner, meeting KWS, Funder, and sector standards
- Ensures 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 and Housekeeping/Childminding teams
- Approves 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
- Monitors and maintains documentation in respect to ongoing performance expectations and goals, and conducts 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, Transition House 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 and access to a vehicle
- 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](mailto: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.