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Kelowna, BC V1Y 9H2
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kelownawomensshelter.ca

POSITION TITLE: Supervisor, Transition House - Kelowna

REPORTS TO: Manager, Programs - Kelowna

DATE: November 2022 - updated

SUMMARY

The Central Okanagan Emergency Shelter Society (COESS), operating as Kelowna Women's Shelter (KWS) since 1980 provides individualized domestic abuse support, domestic abuse education, shelter, and basic needs including food and personal items, to women and children leaving abuse and violence.

Reporting to the Manager, Programs – Kelowna, 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
- Provides supervision of Front Line Support Workers, Housekeeping/Childminding team at the Transition House Kelowna

DUTIES AND RESPONSIBILITIES

Service Delivery

Works 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

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, Programs & Services and transition house team as deemed necessary

Responsible for required statistics and submission as requested

Leadership

In consultation with Manager, Programs – Kelowna develops, coordinates, and facilitates regular team meetings

In consultation with Manager, Programs – Kelowna identifies training needs both in-house and external

Works in collaboration with Supervisor, Transition House – West Kelowna

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

This position is responsible for the supervision of Front Line Support and Housekeeping/Childminding team

Setting clear expectations, reviewing progress, providing feedback and guidance, holding team members accountable

Balancing listening and talking, speaking, and writing clearly and accurately, influencing team, and keeping team informed

Being helpful, respectful, approachable and team oriented, building strong working relationships and a positive work environment

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.

Participates in the development of onboarding processes for Transition House front line support workers and housekeeping/childminding team

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 ensuring transition house front line support workers and housekeeping/childminding teams are demonstrating appropriate levels of client services and documentation, monitor team members performance 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 Resources

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

COMPETENCIES

Effective written and verbal communication
Decision-making and critical thinking Remains Flexible and Calm Under Pressure
Fosters Continuous Improvement
Time management
Interpersonal skills
Provides Coaching and Mentorship
Leverages Diversity and Inclusiveness
Manages Conflict Resolution
Builds Collaborative Relationships
Inspires Positivity, Integrity, and Honesty
Thoroughly Plans Meetings and Procedures
Acts Decisively

SKILLS & KNOWLEDGE

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 own vehicle

Successful completion of a criminal record check

Standard First Aid Certificate and CPR Level B

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)

Experience working in a union environment is considered an asset

Excellent computer skills (Microsoft and client management systems)

JUDGMENT

Ability to administer good judgment and critical thinking in situations where a decision is required within the context of established policies, directives and/or regulations and collective agreements

Ability to monitor financial and human resources, in consultation with the Manager, Programs – Kelowna as required

Ability to administer good judgment that prevents a negative impact on the organization, board and its members, and the delivery of board programs and services

CONTACTS

Regular and consistent contact with assigned employees/employee groups and Committee(s) for the purpose of exchanging information and/or resolving issues or other assigned purposes.

Ongoing contact with external community organizations and groups to coordinate activities, improve services, exchange information, and/or resolve issues

WORKING CONDITIONS

May be exposed to situations, including, but not limited to, strict deadlines, multiple demands, frequent interruptions, and exposure to pain and suffering of others that could create a moderate to high stress environment at times

MENTAL & PHYSICAL EFFORT

May be exposed to tasks requiring significant concentration and/or multi-sensory tasks over extended periods of time, and/or some physical demands related to repetitive movements and/or tasks such as lifting, carrying, or pulling.

HOURS OF WORK

A standard work week will be Monday through Friday, 8 hours per day for a 40 hour work week. However, given this role supports a 24/7 facility, the need to be flexible to support operations across seven (7) days is required

On call rotation

For operational requirements, occasional coverage of shifts may be required (including evenings and weekends)