

Job Posting

#25.43 Site Supervisor

Community Centre – 919 Pandora

This posting is open to all qualified applicants.

Our Place Society (OPS) is an organization founded on inclusive and progressive Christian values and principles. We are driven by our values: hope and belonging, teamwork, unconditional love and safety. We work as a team to create a nurturing atmosphere of home and family, where all are welcome. A team approach is critical to living out our mission and values and directing our work.

Position Overview:

Reporting to the Community Centre Manager, the Site Supervisor will be responsible for assisting in the operation of the Community Centre.

Duties and Responsibilities:

- Play a leadership role in maintaining a warm, welcoming, respectful, and non-judgmental environment while ensuring the support and security of staff, volunteers and family members
- Effectively coach, guide and manage staff including (but not limited to): conducting regular individual supervision meetings, overseeing skill development, and educating about referrals/processes
- Assist the Manager and Director with the daily operations of the Community Centre by directly supervising staff and volunteers; covering breaks and working as float as needed
- Communicate and work productively and collaboratively with the Management Team, other departments, and community partners to ensure seamless and effective service delivery; promote ongoing improvement of services while maintaining and upholding a family member-centered approach
- Provide direct line support to family members when required; complete referrals, service restriction follow ups and assist with de-escalations. Support the staff with service restriction recommendations, and family member follow-up meetings

- Promote a trusting and safe place for both family members and staff by mediating and resolving conflicts, addressing concerns, intervening in crisis where necessary, and ensuring policies are being followed
- Troubleshoot issues as they arise; provide basic problem solving as needed with the team and be solution focused. Maintain calm, clear and decisive leadership in crisis or emergency situations
- Ensure positive and professional representation of the Community Centre in all interactions with family members, staff/co-workers, and community partners/outside agencies
- Maintain professional boundaries with family members, staff, and community partners. Communicate relevant information between family members and other direct service staff; always maintaining confidentiality
- Support workshop facilitators and volunteers in conducting their work in the community center space; work collaboratively with the manager and director to evaluate programming and collect participant feedback
- Actively participate in staff training and onboarding new hires in collaboration with the Manager and Team Lead. Attend/lead Community Centre staff meetings, trainings, and other meetings as assigned
- Maintain a strong understanding of the Collective Agreement and how it functions for the Community Centre staff
- Keep facility in a clean and tidy state at all times
- Executes other responsibilities as may be assigned by Senior Management

Skills and Abilities:

- Ability to work with marginalized populations is essential.
- Proficient in Microsoft Excel, Outlook, and Word.
- A clear understanding of Statistical Terms and Concepts.
- Comprehensive knowledge in revising program Policies and Procedures.
- Skilled in problem solving and demonstrates strong analytical abilities.
- Strong ability to foster an environment for employee/service user engagement.
- Familiarity with related resources and other services, such as welfare system, addiction, and mental health support agencies.
- Demonstrated ability to work with challenging behavior and stressful situations.
- Demonstrated ability to apply safe work procedures.
- Non-Violent Crisis Intervention training and First Aid Certification an asset.
- Naloxone training an asset.
- Flexible and tolerant attitude to diverse cultures.
- Ability to work independently.
- Ability to communicate effectively with clients and co-workers both verbally and in writing.



Hope and Belonging

- Ability to understand current social issues related to homelessness, mental illness, and drug addiction.
- Effective personal boundary setting skills with both clients and co-workers.
- Strong multi-tasking skills

Qualifications:

Education and Knowledge:

- Diploma in a related social services field is preferred.
- Certificate or equivalent in Trauma Informed Practices is an asset.

Training and Experience:

- A minimum of two (2) years of experience in the community social services sector in a senior supervisory role.

OR an equivalent of education, training, and experience.

Working Conditions:

Shifts: Full Time (37.5 hours/week), Tuesday to Saturday, 11am to 7pm.

Compensation: \$73,715 – 82,271/annum (commensurate with experience).

Benefits: Vacation accrued at a rate of 6%. Eligible for a 100% employer paid comprehensive benefits plan, including pension, health, and dental coverage after completion of probationary period.

This position is union exempt.

How to Apply:

Eligible candidates are invited to submit a covering letter with their resume detailing their related background, experience and qualifications by 3pm on Friday, April 11, 2025, to careers@ourplacesociety.com or to Our Place Society, Attention Ryan Brost, HR Manager, 919 Pandora Ave, Victoria, B.C. V8V 3P4. Please quote “File #25.43 – Site Supervisor – Community Centre” in the subject line.

Please note: All applications must have a cover letter to be considered.

We appreciate your time and interest in the position. However, due to the volume of applications, only shortlisted candidates will be contacted.

Our Place Society is an equal opportunity employer. We value the diversity of the communities we serve and are committed to engaging and developing a diverse and inclusive workforce. Our Place Society welcomes applications from First Nation, Inuit, Métis, New Canadian, differently-abled, and LGBTQ2S communities.