



TEAM LEADER, SHELTER SERVICES

TERM POSITION (MATERNITY LEAVE COVERAGE)

BACKGROUND

The Calgary Women's Emergency Shelter (CWES) has been providing holistic services to families experiencing domestic violence since 1974. Our mission is we are here to support individuals and families in their efforts to live free from family violence and abuse.

PURPOSE OF THE POSITION

The Shelter Services Team Lead will report to the Manager of Shelter Services and is responsible for the day-to-day 24/7 operation of all Shelter services, including the 24 hour Helpline, Crisis Counseling and front reception support. This position is responsible for the supervision of both weekday and weekend shelter teams and for providing counseling support to clients when required.

KEY RESPONSIBILITIES

- Works collaboratively with the Manager of Shelter Services to identify gaps, client risk assessment and support day-to-day expectations of counselling in order to provide a safe, caring and supportive environment to our clients.
- Provides monthly formal supervision and support to the shelter services staff.
- Works from a response based practical framework (oral and written).
- Approves timesheets, lieu timesheets, vacation requests, sick time, etc.. Provides monthly updates to the Manager of Shelter Services.
- Works with the Manager in assessing shelter staff and completing annual reviews.
- Provides support and guidance regarding noteworthy and critical incident reporting and follow-up.
- Participates in the recruitment, selection, onboarding and training of new hires.
- Ensures the physical needs of food, shelter and safety are provided for women and children in crisis, 24 hours per day and seven days per week.
- Works in conjunction with the Manager to coordinate and facilitate regular Team meetings.
- Prepares and monitors staff schedules to ensure appropriate staffing levels are met for safety and optimal service delivery.
- Works in conjunction with the Manager to maintain approved budgets for Emergency Shelter services.
- Ensures client and staff file documentation and program information are maintained in an accurate, timely, professional and confidential manner, meeting accreditation standards.
- Provides counseling support when required to ensure clients support needs are met.

- Provides guidance and direction around crisis de-escalation/intervention, assessment of client's needs and development of ground level strategic plans in collaboration with shelter staff and clients.
- Facilitates and supports a positive and collaborative relationship between Shelter Services staff, Children's program staff, the Community Services team and volunteers.
- Reviews and assesses the suitability of referrals to internal and external programming and extensions in stay.
- Participates in Case Consults with the Manager of Shelter services in a consistent and planful manner with shelter staff.
- Other duties as assigned to support Calgary Women's Emergency Shelter clients and programs.

SKILLS AND QUALIFICATIONS

Education Requirements

Bachelor of Social work or degree within the human services field and a minimum of 3 years' experience within a crisis driven/constantly changing human services field. Equivalencies of experience and education may be considered.

Skills Required

- Previous experience in counselling, program implementation and evaluation is required
- Knowledge and experience in family violence and abuse.
- Strong knowledge and linkage to external services and systems that is available to women experiencing family violence and abuse.
- Excellent communication (oral and written).
- Access response based training and consultations as required.
- Demonstrated skills in assessing and managing risk is essential.
- Positive/learning attitude, good listener and problem solver that responds well to challenges.
- Ability to work together in a team setting, demonstrating professionalism and approachability.
- Able to plan, organize and prioritize responsibilities to meet deadlines.
- Supervisory experience and familiarity with accreditation requirements would be assets.
- Must be discreet and maintain confidentiality to safeguard the security of women experiencing family violence and abuse.
- Ability to maintain professional boundaries.

Additional Requirements

- Criminal Records and Intervention Check are conditions of employment.
- Must have valid CPR and First Aid certification.
- Must have valid Suicide Intervention certification.
- A second Language would be an asset.

OTHER INFORMATION

- Priority will be given to Canadian citizens and permanent residents of Canada.
- This is a full-time temporary position to cover a maternity leave.
- A standard workweek will be Monday through Friday, 7 hours per day for a 35-hour workweek. However, given this role supports a 24/7 facility, the need to be flexible to support across 7 days is required.

TO APPLY: Please submit your resume and cover letter via [Reachire](#).

CLOSE DATE: Review of applications begins on November 20, 2017. The position will remain open until filled.

The Calgary Women's Emergency Shelter is committed to diversity and inclusion within its workforce, and encourages qualified candidates from all genders, religious, ethnic and social backgrounds to apply.

We thank all candidates for their interest, only those selected for an interview will be contacted. We regret that we are unable to accept telephone inquiries.