

Employment Opportunity

INTERNAL & EXTERNAL POSTING



POSITION	PROGRAM	DETAILS
Residential Support Worker Lead	Transitional Home Program	Full Time
DURATION	SALARY	NUMBER OF POSITIONS
Permanent	\$60,913.00	2

Banyan is a not-for-profit organization that has provided quality services to the youth justice, children, and senior's community support sectors since 1978. Banyan is committed to improving the mental, physical, and social well-being of at-risk populations in our service areas of Hamilton, Niagara, Brant, Haldimand, Norfolk, and Wellington.

PURPOSE OF THE POSITION

Reporting to the Manager, and in accordance with Banyan Community Services policies, procedures, and Practices, the primary goal of the Residential Support Worker-Lead is to assist in the implementation and monitoring of an out of home residential program. Responsibilities will include supervising frontline staff, the effective management of the care and custody needs of young persons, ensuring skill development, appropriate program planning and the health and safety as per the legislative requirements of the young people we serve.

As part of the management team, the Residential Support Worker Lead will act as an advocate for all youth in care.

POSITION RESPONSIBILITIES

Program Delivery

1. Manage an assigned shift by ensuring that day to day operations are carried out effectively and in accordance with legislative requires, Ministry guidelines and organizational policies and procedures;

Noted below

2. Act as In Charge in the absence of the Manager with responsibility for the safety and security of the program, responding to Serious Occurrences and emergencies;
3. Be a member of the program's management team and participate in the implementation and evaluation of programs and services.
4. Provide On-call support coverage to clients (e.g. supervision checks, placement concerns, staffing issues, etc.)

Administration

1. Manage the day to day operations of an assigned shift and assume responsibility for the safety, security and care of residents, staff and the community in accordance with Banyan's, Administrative and Human Resources Policies and Procedures, and applicable legislation;

2. Providing effective direct supervision of staff, students and volunteers including assignment of work, training, orientation, performance evaluation and appraisal, approval of overtime and time off received, and discipline, subject to policies and procedures.
3. Scheduling staff and filling shifts as required or as directed by a Program Manager.
4. Participating in the recruitment and selection of staff and providing input into the selection of staff, students and other front-line support positions as requested by the Program Manager.
5. Acting as the delegated Manager in charge of the program with supervisory responsibility for all staff on duty when the Program Manager is only available through the On-Call System.
6. Acting as the program's on-call member of the management team as required to meet program needs.
7. Working directly with residents as required, to provide care and supervision and ensuring that their needs are met through programming and implementation of case management plans.
8. Representing the program's management team as assigned, on committees such as Occupational Health and Safety, Programming, and conducting reviews of Serious Occurrences, as required. Monitoring the work of staff to ensure all legislated requirements are being met, all policies and procedures are being complied with and that all licensing criteria are being followed in accordance with the applicable legislation and BCS Policies and Procedures.
9. Ensuring transportation is arranged for resident appointments and outings and assuming responsibility that all company vehicle use is documented in the appropriate logs and that vehicles are serviced on a regular basis.
10. Assuming responsibility for petty cash funds as requested.
11. Assisting with the co-ordination and implementation of effective programs for residents including recreation and cognitive behavioural therapy programs.
12. Providing input and participating in the professional development and ongoing mandatory training of staff such as CPR, First Aid and WHMIS and UMAB
13. Acting as designated Fire Warden for assigned shifts.
14. Providing orientation, instruction, training or teaching to front line staff on new developments in Child Care or new legislation as required.
15. Performing other related duties as assigned.

Supervision & Risk Management

1. Ensures all front-line staff follow the program policy and procedures and relevant legislation, as applicable.
2. Provide support and leadership to front-line staff as needed.
3. Ensures all new staff complete orientation and that mandatory training is completed.
4. Ensures the on-going performance management of front-line staff including Performance Appraisals, regular supervision, and discipline.

Other

1. Responsible and accountable for ensuring a safe and healthy workplace for themselves, colleagues and staff by committing to working in a safe manner, reporting hazards and injuries, utilizing all necessary safety equipment and protocols at all times, and complying with all relevant Health and Safety policies, procedures and legislations.
2. Represents BCS and the program on numerous internal and external committees.

ROLE COMPETENCIES

Classification Specific

- Change Implementation: ability to lead and champion change in a positive way.
- Implementing Decisions: effective utilization of staff and physical resources to achieve program goals and requirement.

- **Problem-Solving Skills:** develop strategies using a system thinking approach. Identify and analyze problems so that viable solutions are found.
- **Financial Knowledge:** ability to understand financial information and how programming can impact financial results.
- **Regulatory & Safety Compliance:** follows legislation and other regulations to provide a safe working environment.
- **Managing Multiple Priorities:** ability to remain calm and multi-task within a multi-disciplinary environment.
- **Supervision:** lead program within a multi-disciplinary approach, facilitating collaboration and effective teamwork practices.
- **Team Building:** inspires and fosters team commitment, spirit, pride and trust. Facilitates cooperation and motivates team members to accomplish group goals.
- **Managing Performance:** providing constructive feedback to staff, discipline and conducting annual performance reviews guided by policy.

QUALIFICATIONS

- Minimum Diploma in a human service related discipline and/or equivalency based on training and experience working with at risk children/youth.
- Experience within a residential environment is an asset.
- Minimum two (2) to three (3) years supervisory experience within a therapeutic environment.
- Familiarity with Youth Criminal Justice Act (YCJA), and Children, Youth and Family Service Act (CYFSA),
- Employment Standards Act (ESA), and Occupational Health and Safety Act (OHSA).
- Proficient in the use and application of Microsoft Office Suite products; Word, Excel, Outlook
- An acceptable and valid Vulnerable Sector Screening (Broad Sector Check), along with a Health Assessment, must be provided and maintained at the candidate's expense prior to and throughout employment.
- Certification within UMAB, First Aid/CPR.
- A valid Class G driver's license with a proven acceptable driving record.
- Fluency in other languages, including Sign language (ASL), is an asset.

WORKING CONDITIONS

- The Residential Support Worker Lead will conduct business from the designated office where standard office working conditions and the use of standard office equipment will apply. Work is performed under the general supervision of the Program Manager
- Hours of work will regularly fall within normal business hours (24x7 operations); evening, weekend, rotational shifts and holiday hours are required based on operational needs.
- This work produces moderate cognitive stress in most workers through either intensity, frequency and/or duration of stressful elements. The Residential Support Worker Lead routinely functions in emotionally charged situations.
- Under normal conditions the majority of staff business will be conducted within the program setting.
- Work involves regular contact with: child welfare, and professional staff or resources to resolve behaviour problems, program matters and meet residents' needs;

Banyan is an equal opportunity employer. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Banyan is strongly committed to fostering diversity within our community. We welcome those who would contribute to the further diversification of our staff.

We are committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to an employment opportunity, please advise our Manager of Human Resources or hiring manager of the accommodation measures if required which would enable you to be interviewed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

Please Note:

- This posting is for a new vacancy.
- We use AI based tools to assist with the screening and assessment of applications as part of our hiring process.

PLEASE FORWARD YOUR RESUME AND LETTER OF INTEREST BY AUG 10, 2026 TO:

Banyan Community Services
688 Queensdale Avenue East, Suit 2B
Hamilton, ON L8V 1M1
recruit@banyancs.org

(905) 549-9011 (fax)