

# Employment Opportunity



Position	Program	Details
Supervisor	Banyan Community Services	Full Time Regular 40 hours per week
Number of Positions	Duration	Salary
	Permanent	

Banyan is a not-for-profit organization that has provided quality services to the youth justice, children’s, 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.

Reporting to the Program Supervisor, and in accordance with Banyan Community Services Policies and Procedures & Practices, and the Collective Agreements, the primary goal of the Supervisor is to assist in the design, implementation and monitoring of a residential program.

<b>POSITION RESPONSIBILITIES</b>
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***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;
2. Supervise an assigned shift team of full-time staff, including recruitment, selection, orientation, performance management and appraisal, merit increases, time-off, recommend and carry out discipline, and represent the Employer at the Complaint Stage of the Grievance Procedures;
3. Act as In Charge Manager of the program in the absence of Manager with responsibility for the safety and security of the program, responding to Serious Occurrences and emergencies;
4. Be available, as required, to work in a management/supervisor capacity in other BCS program and services; and,
5. Be a member of the program’s management team and participate in the implementation, evaluation and budgeting of programs and services.

***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, the Collective Agreement, 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, merit increases and discipline, subject to policies and procedures.
3. Scheduling staff and filling shifts as required or as directed by a program Director/Program Supervisor.
4. Participating in the recruitment and selection of relief staff and providing input into the selection of Full time staff, students and other front line support positions as requested by the Program Director or Program Supervisors.
5. Acting as the delegated Manager in charge of the program with supervisory responsibility for all staff on duty when the program’s Manager/Director are only available through the On-Call

System.

6. Participating as a member of the BCS Management Team in contingency planning and implementation in the event of a strike or disruption in service because of labour action at any BCS program.
7. Providing orientation, instruction, training or teaching to front line staff on new developments in Child Care or new legislation as required.
8. Performing other related duties as assigned.

### ***Supervision & Risk Management***

1. Ensures all frontline staff follow the program policy and procedures, relevant legislation, and the Collective Agreement, 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, 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.
3. All incidents, accidents, and other hazardous occurrences affecting any of Banyan's staff, clients, or the organization are to be reported, investigated, and mitigating actions taken according to Banyan policy.

## **QUALIFICATIONS**

- Minimum Child and Youth Worker Diploma or Bachelor's Degree in a 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 and unionized environment.
- Familiarity with Youth Criminal Justice Act (YCJA), and Child and Family Service Act (CFSA), 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
- Provide and maintain an acceptable Criminal/Vulnerable Sector Record and Health Assessment at own expense
- 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 Supervisor 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 Supervisor.
- 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 Supervisor routinely functions in emotionally charged situations.

*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 FORWARD YOUR RESUME AND LETTER OF INTEREST BY NO LATER THAN OCTOBER 7, 2022 TO:**

Banyan Community Services  
688 Queensdale Avenue East, Suit 2B  
Hamilton, ON L8V 1M1  
[recruit@banyancs.org](mailto:recruit@banyancs.org)

(905) 549-9011 (fax)