



Internal/External Posting Supervisor, ASK!

Permanent Full Time Position: 35 hours per week
Position Expected Start Date: January 2021

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a co-ordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment.

Job Summary

Working under the general supervision of the Director, Community Programs, and within program objectives and organizational goals, the Program Supervisor oversees the overall development and management of the programs and services offered by ASK!. These programs and services aim to increase participant's access to community information, supports, services, and resources to support and assist them in improving their basic needs and determinants of health and strengthening our community.

This position is currently responsible for six employees. Note that the number of employees varies with available funding. Community collaborations and volunteers are an integral component to ASK!, with approximately 40 volunteers working with the program each year.

The incumbent will ensure that all organizational policies are followed.

Primary Responsibilities

- Ensures that employees, student placements, and community volunteers deliver programming and services within the context of LAMP CHC, ASK! and funder policies, criteria, best practices, philosophy, and values, ensuring a safe, accessible, and supportive environment for all clients and participants.
- Ensures the development and maintenance of an extensive range of internal administration, information resources, and systems needed for program planning, delivery, accountability, and evaluation.
- Provides transparent tracking, measuring data systems for the following: community and participant donations; client TTC ticket distribution; a wide range of service and client stats delineated by the program (ASK!, iCARE - Federal Government and settlement services, income tax, forms filling, legal services, volunteers stats, workshops, outreach, and service collaborations); and other day to day service delivery items, as required.
- Provides back-up, support, and direct client service/intervention to staff, students, volunteers during conflicts, emergencies, and challenging situations (i.e., working with challenging, angry, abusive clients who may be under the influence of drugs/alcohol) as needed.
- Oversees recruitment, orientation, training, and supervision while promoting a safe, supportive, and positive learning environment for all program employees, student placements, and volunteers.
- Oversees the completion of annual performance appraisals, sets goals and learning plans with employees. Also regularly reviews/monitors performance reviews completed by other ASK! Supervisors.
- Prepares and approves biweekly payroll, recommends increments, and sets staffing schedules/coverage, including the approval of vacations and absences.

- Conduct Team Meetings regularly.
- Responsible for processing, approving, and monitoring program expenses in a timely, accurate, and accountable manner. Also, checks and approves expense and donation submissions of employees.
- Ensures that both funder and LAMP CHC standards and community needs are met when overseeing, vetting, and approving outreach, social media, and program promotional materials.
- Works with and fosters existing partnerships/collaborations to deliver value-added, cost-effective, and accessible services to the community.
- Develops, recommends, and effectively manages annual program budgets. Oversee a minimum of two separate budgets; the Newcomer Settlement Budget (IRCC) and the ASK! general budget that is supported by multiple funders.
- Maintains effective communications and working relationships with funders and ensures terms of agreements and funder criteria are monitored and achieved.
- Regularly monitors and evaluates annual program and fiscal goals, outputs, and outcomes, taking corrective actions as needed.
- Maintains records, communicates, and prepares progress reports for LAMP CHC, ASK!, and other funders, as required.
- Prepares/coordinates and submits funding applications and submissions (time frame varies with each funder from annually to multi-year applications).
- Oversees Project/Summer funding applications and reporting.
- Leads program and strategic planning and evaluation, development and implementation of program-related policies and practices, implementation of standards, and best practices.
- Oversees and shares annual trends, program evaluation, and impact reports, following up as required and working with the team to achieve yearly work plans, goals, and outcomes.
- Anticipates, evaluates, and reports risks, both program and organizational.
- Coordinates the purchase of program and operating supplies, and advocates/coordinates repairs, as appropriate.

Required Qualifications

- Post-Secondary degree in a relevant discipline (i.e. Social Work, Community Health) or equivalent experience.
- Minimum three to five years' experience in program/project management, development and evaluation/analysis; supervision and H/R and volunteer management, fundraising and community relations within a diverse, not-for-profit organization.
- Minimum two to three years front-line experience within the human/social services sector.
- Excellent interpersonal skills necessary to work effectively across all levels of the organization's diverse workforce.
- Experience using an EMR (i.e.- NOD or PS Suites) or data management system, preferred.
- Excellent communication skills, both verbal and written, with the ability to clearly convey information and ideas and write proposals.
- Positive attitude, flexible and dependable with strong initiative and the ability to work both independently and within teams.
- Demonstrated financial, budget and resource management skills and experience.
- Crisis, risk management, problem solving and conflict resolution skills and experience.
- Experience and skill in working with diverse, high-need, marginalized populations, i.e. individuals, families living in poverty, seniors, newcomers to Canada, abused women, those experiencing homelessness, those living with mental and/or physical health challenges and the like..
- Outcome and Results Oriented.
- Knowledge of community information services/systems, resources and knowledge of Determinants of Health, Health Promotion, Anti-Oppression and Harm Reduction Frameworks and practice.
- Open minded, eager and willing to constantly learn and improve oneself.
- Knowledge of LAMP Community Health Centre, the South and Central Etobicoke communities, and/or a second language that is reflective of the communities being served are all preferable assets.

Proficiency in the Following Computer Skills

- Solid working knowledge and ability to navigate a PC windows environment, including shared drives.
- Data management.
- Strong skills and experience using Microsoft applications (Word, Outlook, Excel, PowerPoint & Publisher).
- Experience and accuracy using database applications (i.e. iCAMS/iCARE, CIC database, funder databases, etc.).
- Strong skills and ability to easily navigate the internet/intranet environment.
- Ability to learn new software quickly and willingness to continuously develop technology skills.

Working Conditions

- Incumbent is required to work occasional evenings and weekends.
- Fast paced environment with constant interruptions, high noise level. Requires a high level of multi-tasking and task shifting and adapting to changing environments. Ability to work under pressure - often high volume of service demand/ challenging clients: incoming calls, drop-in clients and clients with appointments – not predictable.
- Staff team is comprised of paid employees, student placement and volunteers. Students and volunteers require ongoing support.
- Must also be able to display great understanding, patience and confidence when working with challenging clients.
- Ability to effectively understand the appreciation of guiding fundamentals at LAMP, i.e. Health Promotion, Anti-Oppression; Harm Reduction and the principles of community-based practice. **“Walk the talk.”**
- There is an expectation for all employees to participate in two events per year for the agency; these events may be during the evening or on a weekend.

Physical Requirements

- Frequent data entry, with extended periods of time sitting stationary in front of a monitor while keyboarding.
- Ability to balance all job requirements in a busy atmosphere, including responding promptly to communications.
- Occasional standing for extended periods of time and some occasional lifting may be required.
- Demonstrates good and safe work habits, and maintains a clean working environment.
- Ensures that staff and clients are compliant with LAMP's Health & Safety regulations and LAMP's policies and procedures, including the immediate reporting of any breaches of Health & Safety or Environmental incidents, accidents or concerns to their respective manager/supervisor and/or the Director, Human Resources.

As part of our mandate for inclusivity, reasonable accommodations can be made for all incumbents to perform the described physical functions of the aforementioned job.

LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.

Please send your resume with a cover letter to **Human Resources:**

Email Address		recruiting@lampchc.org
Subject		Job Opening for Supervisor, ASK!
Internal Deadline		5:00 pm on Thursday January 14, 2021
External Deadline		5:00 pm on Thursday January 21, 2021

***We thank all applicants for their interest.
However, only those selected for interviews will be contacted.
No phone calls please.***