

PQCHC – JOB POSTING

PQCHC is an equal opportunity employer and values diversity in its workforce.

If at any stage in the selection process you require an accommodation due to a disability, please let us know the nature of the required accommodation.

JOB TITLE:	Team Supervisor – Pathways to Education	JOB #:	2017-0093
Status:	Maternity leave contract, Term from January 2, 2018-January 11, 2019	Hours:	35 hrs/week
Benefits and eligibility:	3% in lieu of benefits; 2 weeks leave entitlement	Pay scale:	\$28.234-33.216/hour
Application deadline:	Monday November 20, 2017 at 9:00am		

Job Summary

Working closely with the Pathways to Education team and responsible to the Manager of the Pathways to Education Program, the Team Supervisors are responsible to ensure the successful planning, implementation, evaluation and ongoing development of the tutoring, mentoring and student support components of the Pathways to Education Program. The positions oversee the work of the front-line staff in the various components. They play a leadership role in developing partnerships and networks that support the needs of participating students.

Job Specific Responsibilities

1. Partnerships and Program Delivery

- Develop and maintain program partnerships relevant to the various components of the program.
- Ensure that programming is delivered effectively and that the activities and relationships developed are appropriate to the goals of the Pathways to Education program.
- Provide leadership in the planning, implementation and evaluation of evening programming, including: securing the best possible sites and resources for the program and developing and monitoring set up, entry, exit, and safety & security procedures at each program site.
- Work with the Program Manager and other Team Supervisors, to monitor internal and external trends that impact the program, and to take appropriate action as required to address these trends.
- In collaboration with the Program Manager and other Team Supervisors, provide leadership in developing effective communication among program staff and volunteers.
- Facilitate a team approach with staff and volunteers to address programming issues as they arise.
- Develop and implement strategies to strengthen parent involvement in students' educational development and engagement with the program.
- Identify gaps in service delivery and develop strategies to address these gaps through program development, partnerships, advocacy or external resources.
- Assist front-line staff in addressing student needs and/or resolving challenges.

2. Administration

- In consultation with the Program Manager, ensure program resources fall within the approved budget.
- Provide regular reports to the Program Manager on programming issues and communications systems.
- Ensure that appropriate record-keeping practices are established and maintained, in keeping with Centre policies on Privacy and Confidentiality and Record Keeping.
- Ensure that regular chart audits are undertaken, in keeping with established procedures.
- Work with the Program Manager, other Team Supervisors and administrative staff to ensure appropriate procedures are in place to manage the distribution of immediate financial supports.
- Collaborate in the coordination of the annual registration and re-registration process.
- Collaborate in the planning and implementation of various special events for students, parents, volunteers, alumni, funders and partners.
- Work with the Program Manager, other Team Supervisors and administrative staff to ensure that the information needed for program monitoring, evaluation and improvement is available and current, including collection of accurate and timely data on school attendance, grades and program participation.

3. Teamwork and Collaboration

- Provide resources and support to program staff pertaining to specific client issues.
- Assist in the development of program specific policies and procedures/guidelines and in the overall planning and development of the program.

HUMAN RESOURCES

Pincrest-Queensway Community Health Centre

1365 Richmond Road, 2nd Floor Ottawa, ON K2B 6R7

Fax: 613-288-3407 email: hr@pqchc.com (Microsoft Word format only)

Due to the high volume of applicants, we can neither confirm receipt of nor respond to inquiries regarding your application.

Only candidates selected for interviews will be contacted.

- Attend and participate in Supervisors, Team and Centre staff meetings as scheduled
 - Maintain effective communication of information among internal and external stakeholders including youth and community serving organizations.
4. **Human Resources**
- Hire, train, supervise and evaluate front-line staff.
 - In consultation with the PQCHC Coordinator of Volunteers and Students, and in collaboration with the other Team Supervisors, collaborate in the recruitment, screening, training and on-going support of volunteers and placement students.

Qualifications

1. Education

- Bachelors degree in education or social work, or a combination of education and experience.

2. Professional Experience

- 3 to 5 years experience in the following areas:
 - recruiting, training, and supervising staff.
 - managing volunteers.
 - group facilitation appropriate to a range of ages and cultural backgrounds.
 - program development and evaluation.
 - working with youth and their parents.
 - building and maintaining partnerships with community or social service agencies.
 - training youth workers on relationship building, informal counseling techniques, problem solving and conflict resolution skills.

3. Key Competencies

- Knowledge of the secondary school curriculum, provincial education requirements and school board systems.
- An understanding of the factors affecting educational success for students facing barriers to academic success, including students from diverse cultural backgrounds, students with special needs and students living in low-income communities.
- Familiarity with various approaches to delivering educational and social supports to students.
- Knowledge of school, community and social service resources, in particular services for youth.
- Ability to work with youth and adults, including parents, volunteers, secondary school teachers and other school staff, as well as other educational professionals.
- Understanding of best practices for engaging and supporting hard-to-reach youth.

4. Linguistic Profile (for Centres with French Language Service Designations)

- Under the Centre's designation to provide French Language Services.
- Bilingual is an asset (English/French).
- Based on New Avenues Linguistics Rating Scale: A+ (highest skill) to C- (lowest skill)
 - French (oral expression): A
 - French (oral comprehension): A
 - French (reading comprehension): A
- Other languages an asset.

5. Personal Suitability/Other Requirements

- Flexible hours, particularly evenings.
- Communication skills, both oral and written, for a variety of audiences.
- Access to a vehicle required.