



## JOB POSTING

POSTING #: 2023-64

POSITION TITLE: OVERNIGHT RESIDENTIAL SUPERVISOR

### THE OPPORTUNITY

*Join one of the [Top 10 Canadian Youth Impact Charities of 2022](#) today! Since 2010, Charity Intelligence has awarded Eva's with high marks for financial transparency, accountability to donors and cost-efficiency.*

*Learn more about Eva's Initiatives and the work that we do.*

*[About Us - Eva's Initiatives for Homeless Youth \(evas.ca\)](#)*

### ROLE OVERVIEW

The Overnight Residential Supervisor plays a pivotal role in the successful operation of our youth shelter during overnight hours. The position involves overseeing Youth Service Workers (YSW) to ensure safety, well-being, and effective support for residents. The Overnight Residential Supervisor is responsible for managing residential operations, coordinating with community partners, housing providers, landlords, and collaborating with Eva's leadership team to provide comprehensive services to homeless youth. They manage the overall operation of the site, overseeing security measures, maintenance tasks, and adherence to organizational protocols.

The Overnight Residential Supervisor reports to the Senior Site Manager.

### RESPONSIBILITIES

#### **Staff Management:**

- Supervise, mentor, and lead a team of Youth Service Workers during overnight shifts.
- Conduct regular staff meetings to ensure clear communication, consistency in service delivery, and ongoing professional development.
- Address staffing issues, including unexpected absences, or scheduling conflicts, ensuring adequate coverage during overnight hours.
- Collaborate with Senior Site Manager (SSM) and People and Culture for recruitment, training, and performance evaluation of staff.
- Mediate conflicts among residents and staff, utilizing effective communication and conflict resolution strategies.

#### **Residential Operations:**

- Ensure the smooth functioning of the site during overnight hours, including security, maintenance, and adherence to organizational policies.
- Maintain accurate records of nightly activities, incidents, and any relevant information.
- Respond promptly and effectively to crisis situations, such as conflicts among residents, medical emergencies, or security concerns during overnight shifts.

- Foster collaboration and effective communication between the overnight and daytime staff to ensure a seamless transition and continuity of care.
- Identify opportunities for improvement in overnight operations and propose innovative solutions.
- Ensure compliance with organizational policies and procedures, addressing any deviations or violations promptly.

#### **Case Management:**

- Oversee the effective implementation of case management services to youth, ensuring individualized plans, goals, and progress tracking.
- Conduct regular case reviews to assess the quality and appropriateness of interventions, adjusting as necessary.

#### **Client Management:**

- Monitor client interactions to ensure a safe and supportive environment.
- Address crisis situations promptly, applying conflict resolution and de-escalation techniques as needed.
- Foster positive relationships with residents, promoting trust and a sense of community within the shelter.

#### **Community Partnerships:**

- Cultivate and maintain positive relationships with community partners, local agencies, and organizations involved in homeless youth services.
- Actively participate in collaborative initiatives that enhance the overall support system for homeless youth.
- Engage with external agencies to secure resources and support for individuals who have transitioned out of the shelter.
- Act as a representative of the organization in community interactions, promoting the mission and values of the shelter.

#### **Reports and other Documentation**

- Accurately document and report any incidents, emergencies, or critical situations that occur during the overnight shift.
- Maintain a daily log summarizing resident interactions, including notable events, concerns, and any interventions carried out.
- Provide comprehensive reports during shift handovers, including updates on resident status, ongoing issues, and any specific instructions for the next shift.
- Maintain records of communications with external agencies, community partners, housing providers, and landlords.
- Support internal and external audits as required, providing documentation and cooperation as needed.

#### **Build Relations - Housing Providers and Landlord:**

- Work closely with housing providers and landlords to secure safe and stable housing options for residents.
- Address any housing-related issues or concerns promptly and professionally.

- Cultivate and maintain positive relationships with community partners, housing providers, and landlords.

**Collaboration with Leadership Team:**

- Engage with Eva's leadership team to align overnight operations with the overall mission, vision, and strategic goals of the organization.
- Provide regular updates on site activities, challenges, and successes.

## QUALIFICATIONS

- Minimum 3 years supervision experience in social service setting, preferably with youths.
- Diploma/Degree in Social Work or related field.
- Experience working overnight hours within the Shelter sector.
- Advanced understanding of issues of substance use, mental health and harm reduction gained through direct experience working with individuals, preferably youth.
- Experience working in an anti-oppression framework.
- Sound understanding of intersectional issues facing youth including racism, Anti-Black racism, homeless youth, mental health, substance abuse and trauma.
- Demonstrated ability to lead, motivate and support a diverse staff team.
- Experience supervising a staff team utilizing a case management model.
- Experience working in a unionized environment.
- Strong written and verbal communication skills.
- Proficient in MS Word, Excel, and Outlook.
- Undergraduate degree in a relevant field and/or comparable experience.
- Valid G –Level Driver's License is an asset.

## APPLY

Submit a cover letter and resume in one document by **December 13, 2023**, to [careers@evas.ca](mailto:careers@evas.ca). Be sure to indicate **2023 – 64 Overnight Residential Supervisor** in the title. No phone calls, please.

## CONDITIONS OF EMPLOYMENT

<https://www.evas.ca/conditions-of-employment/>

## LAND ACKNOWLEDGEMENT

<https://www.evas.ca/land-acknowledgement/>

## LOOKING TO LEARN AND GROW WITH US?

Check out all our employment opportunities on our website at

<https://www.evas.ca/employment/>

## Eva's Initiatives for Homeless Youth

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