

**POSITION:** Residential Service Supervisor    **1 Temporary Full Time – First Place, Vancouver**  
**(Position is temporary)**

**SALARY:**        \$27.24 - \$29.42 depending upon applicants' length of seniority (as per the Collective Agreement)

**HOURS AND DAYS OF WORK:**

- **Sunday through Thursday**
- Shift times will be **10:00-18:15 hours**
- Shifts are **7.5** hours in length
- Days of rest shall be consecutive. Schedule may change with two weeks' notice
- Probationary/qualifying period will be 488 hours with mid and end point reviews.

**JOB SUMMARY:**

The Residential Service Supervisor (RSS) reports to the Site Manager and works in accordance with the mission and philosophy of Lookout Housing and Health Society including following Lookout's Code of Ethics. The RS is responsible for the daily operations of the site residence. The RS will provide support, assistance, education and skill development for adults living in residence and who may be working on greater independence and stability in their life. The RS also provides support and direction to Tenant Support Workers, ensuring that program mandate, policies and procedures are followed.

**JOB DUTIES:** (in brief)

- Supervise daily operations and adheres to society policies and procedures
- Ensure service engagement, case planning, management & discharge planning are consistent with mandate
- Perform tasks associated with engagement of tenants and service delivery
- Assist with staff scheduling/ shift coverage and supervises tenant support workers
- Complete required records and maintain statistical data
- Participates in tenant intake, service support, assessment, service plans, crisis intervention and administers meds and finances
- Limited external work. Use of a vehicle may be useful at times
- Job duties are complex and may have a few disagreeable factors

**QUALIFICATIONS & COMPETENCE:**

- Post-secondary education equivalent to two (2) years study plus two (2) years of recent related experience or equivalent combination of education, training and experience, including one (1) year supervisory experience
- Familiarity with community resources, particularly addiction, mental health, welfare and harm reduction.
- **Must have current OFA 1 First Aid Certificate**
- **Must have two doses of COVID-19 Vaccination**
- Crisis Intervention Skills Training an asset
- Ability to work independently and in a supervisory role; good judgement skills, tact and discretion
- Strong ability to manage stress and organize high workload demands
- Excellent communication, writing and documentation and organizational skills.
- Understands and maintain clientele/worker boundaries
- Ability to work with disadvantaged and challenging adults in a diverse environment
- Strong physical and mental ability to perform work tasks and operate job related equipment.
- A minimum of two (2) years sobriety if you have had concerns related to alcohol and/or drug use.
- Criminal Record Clearance – vulnerable sector

**TO APPLY:** Submit cover letter and resume, and quote **Job Posting #** in subject line to: [work@lookoutsociety.ca](mailto:work@lookoutsociety.ca)

**CLOSING DATE:** Applications will be accepted until **June 21, 2022 at 5:00pm**

*"All employees, including laid off and displaced employees, are entitled to apply on the vacancy and be considered pursuant to the provisions of Article 12.9." **Internal applicants must notify manager of intent to apply.** External applicants will be reviewed after Internal.*

**ALL QUALIFIED APPLICANTS WELCOME TO APPLY. THOSE SHORT-LISTED WILL BE CONTACTED.**