 Algonia Family Services SERVICES AUX FAMILLES D'ALGOMA	Job Description #	8210
	JD SECTION	
	COMMUNITY SERVICES SUPERVISOR (YOUTH WELLNESS HUB)	
	Date Issued:	December 2024
	Date Revised:	
<u>JOB DESCRIPTION</u>	Job Description Approval	
Community Services Supervisor (Youth Wellness Hub)	Chief Executive Officer	

POSITION TITLE: Community Services Supervisor (Youth Wellness Hub)

REPORTING TO: Director of Community Services and Strategic Initiatives

JOB SUMMARY: The Supervisor will oversee system navigation for the Youth Wellness Hub to support client's province-wide, ensuring timely access to care and subspecialty services. This role is crucial in assisting youth 12-25 years in navigating healthcare services and systems, enhancing their overall health. Responsibilities include managing system logistics, troubleshooting technology for virtual clients in collaboration with external vendors, and maintaining effective communication with all healthcare stakeholders as well as leading a dedicated team of professionals, providing guidance, support, and performance management to ensure high-quality service delivery.

MINIMUM EDUCATION / REGISTRATION:

- Post-secondary degree or diploma in Social Work, Health Administration, Community Development, or a related field.

MINIMUM EXPERIENCE:

- At least 3 years of proven experience in project or program management, preferably in youth-oriented services or health care.
- Demonstrated understanding of youth engagement and community outreach strategies.
- Familiarity with marketing principles, campaign analytics, and data-driven decision-making.
- Experience in stakeholder management and collaborative initiatives.
- Background in fundraising or event management is an asset.


QUALIFICATIONS:

Skills

Leadership: Proven ability to lead and manage teams effectively.

Communication: Strong verbal and written communication skills for interacting with diverse stakeholders.

Technical Proficiency: Familiarity with virtual care technologies, data management systems, and other relevant software.

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Knowledge

Subject Matter: In-depth knowledge of youth wellness, mental health services, and provincial resources.
Regulatory Knowledge: Understanding of Ontario's health and social services regulations and standards.

Abilities

Decision-Making: Strong decision-making and problem-solving abilities.
Attention to Detail: High level of attention to detail for accurate data management and reporting.
Multi-tasking: Ability to manage multiple projects and tasks simultaneously in a fast-paced environment.

Other Requirements

Language Proficiency: Proficiency in English; additional languages are an asset.
Travel: Willingness to travel within Ontario as needed for meetings and community engagement.

Duties and Responsibilities:

Leadership and Strategy: Develop and execute strategic plans for seamless integration of services within the Youth Wellness Hub network. Provide visionary leadership to foster a culture of innovation and continuous improvement.

Equity and Inclusion: Promote diversity, equity, and inclusion within the Hub, ensuring environments are safe, welcoming, and culturally responsive.

Youth Engagement: Collaborate with youth and provincial stakeholders to design programs that address their needs and aspirations. Establish opportunities for youth participation in planning and supporting the Youth Wellness Hub Network.

Stakeholder Collaboration: Build and maintain strong communication and relationships with provincial and community organizations, service providers, and health practitioners.

System Navigation: Oversee system navigation efforts to enhance access to resources and support for youth across Ontario.

Technology and Data Management: Lead the implementation of virtual care technologies, ensuring seamless operation and client satisfaction. Ensure data collection and quality to monitor service utilization and outcomes.

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Project Management: Direct large-scale initiatives, including special projects, fundraising events, and quality improvement programs. Analyze project outcomes to identify areas for improvement and implement best practices.

Team Development: Mentor and support team members, fostering a collaborative and innovative work environment.

Marketing and Outreach: Develop and execute targeted marketing strategies to enhance visibility and engagement with youth wellness programs.

Supervisory Responsibilities:

- Provide guidance, mentorship, and support to team members to ensure they deliver high-quality services. Set clear expectations, goals, and performance standards for staff.
- Conduct regular performance evaluations and provide constructive feedback. Identify training and development opportunities to enhance staff skills and professional growth.
- Oversee staff scheduling and workload distribution to ensure efficient use of resources and balanced workloads.
- Address and resolve interpersonal conflicts or issues within the team promptly and professionally. Act as a mediator to ensure a positive and productive team environment.
- Ensure staff adhere to organizational policies, procedures, and best practices. Monitor compliance with equity, inclusion, and safety standards.
- Align team objectives with organizational goals and strategic initiatives. Support staff in implementing innovative approaches to youth engagement and care.
- Facilitate regular team meetings to discuss updates, challenges, and priorities. Act as the primary liaison between the team and senior leadership, communicating updates and feedback in both directions.
- Monitor and evaluate the delivery of services to ensure quality and effectiveness. Collaborate with staff to troubleshoot challenges and implement improvements.
- Participate in the recruitment, hiring, and onboarding process for new staff. Provide orientation and initial training to ensure new team members are well-prepared for their roles.

Working Conditions:

Mental Effort

- **Decision-Making:** Requires frequent decision-making and problem-solving to address complex issues and challenges.
- **Attention to Detail:** High level of attention to detail needed for accurate data quality and client safety.
- **Multi-tasking:** Ability to manage multiple projects and tasks simultaneously in a fast-paced environment.

Skills

- **Leadership:** Strong leadership skills to guide and motivate team members.
- **Communication:** Excellent verbal and written communication skills for effective collaboration with stakeholders.
- **Analytical Skills:** Proficient in supporting data collection and the achievement of project outcomes to identify areas for improvement.
- **Technical Proficiency:** Familiarity with virtual care technologies and data management systems.

Physical and Mental Demands

- **Physical:** Some physical effort required; primarily an office-based role with occasional travel for meetings and events.
- **Mental:** High mental effort required to manage complex projects, make strategic decisions, and ensure continuous improvement.

Working Conditions

- **Environment:** Office-based with the possibility of remote work; occasional travel to community sites and partner organizations.
- **Hours:** Full-time position with standard working hours; may require occasional evening or weekend work for special events or deadlines.

Equity and Inclusion

- **Commitment to Diversity and Cultural Competence:** Actively promote and support diversity, equity, and inclusion within the organization. Ability to work effectively with diverse populations and appreciate cultural difference