

SUPERVISOR, REGISTERED NURSE

Housing First for Encampments (HF4E)

One (1) Non-Unionized, Permanent Full-Time Position

Tuesday-Saturday, 11:00am-7:00pm

Compensation: \$39.13/hour

About Cota

Cota is an accredited not-for-profit organization that has been providing community-based support to people living with mental health and cognitive challenges for over 50 years. At present, our wide array of services delivers much needed support to over 4,000 people/year who live with mental health challenges, psychogeriatric mental health conditions, acquired brain injuries, developmental disabilities, dual diagnoses and/or the experience of homelessness. These services include, but are not limited to, case management, supportive housing and adult day program services. A full listing of our services can be viewed on our website at <https://cotainspires.ca/>

Cota is presently seeking a dynamic and innovative individual to join our amazing team in the capacity of the role outlined within this posting. Followed by our mission to support individuals with mental health and cognitive challenges to live well within their communities, we strive toward a vision of a supportive, inclusive society where everyone has the opportunity to thrive. If you feel you have the skills and qualifications to perform the duties of this role while consistently exemplifying Cota's values Hope, Respect, Dedication, Equity, Accountability, Collaboration and Innovation, we would love to hear from you.

Role Overview

The Supervisor, Registered Nurse (the Supervisor) role is a leadership position within an assigned program. The Supervisor reports to the Manager of the program. While the Manager maintains overall responsibility for ensuring the program achieves its mandate, service targets and intended outcomes, the Manager relies on the support of the Supervisor to do so. Together, the Manager and the Supervisor work as a collaborative management team to:

- Establish/update the program operational guidelines and/or requirements for frontline bargaining unit staff to follow
- Ensure frontline bargaining unit staff have appropriate training, mentoring and support to fulfill their roles in a safe and effective manner
- Oversee and direct the day to day operations of the program and the work of bargaining unit staff

- Address operational and/or performance management issues
- Ensure the program fulfills its intended mandate and achieves established targets and outcomes

As is expected of all leadership personnel at Cota, the Supervisor is to work within a continuous quality improvement framework, which reflects Cota's vision and mission of services, while promoting and maintaining positive relations with service users, Cota staff, partner agencies, funders and other stakeholders.

About the Team

The Supervisor, Registered Nurse is linked to Cota's Assertive Housing First Team (AHFT), with a targeted focus on individuals residing in encampments in East Toronto. The Housing First for Encampments (HF4E) branch of AHFT, provides targeted, assertive outreach supports specifically to 40 individuals currently residing in encampments in East Toronto. HF4E is a City of Toronto funded research project, in collaboration with CAMH, LOFT and Na-Me-Res.

The Assertive Housing First Team (AHFT) utilizes an interdisciplinary team model and a Housing First approach to support individuals who are homeless and living with mental health challenges. AHFT is an interdisciplinary team comprised of Case Managers who have expertise in Mental Health, Addictions and Nursing, and Peer Support Specialist.

Primary Responsibilities:

The Supervisor's primary duties may involve, but not necessarily be limited to:

Operational Support:

- Working collaboratively with the Manager, the Supervisor contributes to the development of the program's operational protocols and procedures
- The Supervisor is expected to assume overall operational oversight of the program during their assigned hours/shifts, when the Manager is not present
- Assumes responsibility for ensuring that any emergency/crisis situations that may arise during their assigned hours/shifts are effectively addressed, while making every effort to safeguard the safety of service users and staff in the process
- Coordinates the submission of requisitions and/or work orders for program supplies and, as needed, repairs to program equipment/facilities, if applicable to the program
- Participates, coordinates and leads team meetings and/or task forces as required
- Participates and assists in investigations relating to incidents, occurrences, deficiencies noted in quality assurance reports, and/or compliance breaches/violations
- Assists the Manager, as required, with daily shift planning meetings

People Management:

- Assumes primary responsibility for the day to day performance management of all bargaining unit staff working on the shifts corresponding to the Supervisor's assigned hours/shifts
- Assumes primary responsibility for leading the annual performance appraisal process for the full-time bargaining unit staff who work on shifts corresponding to the Supervisor's assigned hours/shifts, and may also lead the annual performance appraisal process of some part-time and/or casual bargaining unit staff, as may be requested by the Manager, if applicable
- Responsible for the clinical supervision of bargaining unit RN and RPN's on the team, if applicable

In collaboration with the Manager:

- - Ensures all staff are trained in standard administrative practices, program protocols, safety procedures and applicable policies during orientation and ongoing
 - Directs, supervises, supports, mentors and coaches the work of bargaining of bargaining unit staff, while adhering to the terms of the Collective Agreement in doing so and, organizes and coordinates staff schedule(s) including support with payroll administration and attendance management as required
 - Adheres to terms and conditions of the Collective Agreement

Clinical Support

In collaboration with, or as may be directed by the Manager, the Supervisor may be responsible for providing clinical support in areas such as, but not necessarily limited to:

- Supporting staff in the community (e.g. encampments), if applicable to the program
- Supporting staff to facilitate and conduct case conferences and coordinated care plans for specific service users
- Ensuring staff complete applicable clinical assessments, safety plans and service plans with/for service users
- Ensuring each service user's electronic health record entries and required data entries are accurate and entered in a timely manner
- Reviewing intakes for eligibility
- Reviewing all service user discharge documentation prior to forwarding to Health Records
- Supporting staff in their ability to plan, coordinate, deliver psychoeducational and/or social group activities (including behavioral therapy/addictions/harm reduction), on-site programming and community development, if applicable to the program

- Ensuring that the program offers opportunities for family engagement in service user goal planning processes, if the service user wishes and consents, if applicable to the program.

Other Responsibilities:

- May be assigned as lead to relevant Community of Practice
- Responsible for oversight of the medication program
- Adheres to all Cota's policies and procedures and follows established applicable program guidelines, procedures and practices, including IPAC procedures
- Adheres to all applicable legislation, in particular, the Ontario Human Rights Code
- Complies with all Health and Safety policies and procedures to ensure the protection of workers and service users and that health and safety concerns or incidents are responded to promptly
- Provides strong leadership as part of Cota's Clinical Leadership Team (CLT), participates in Cota's Leadership Forum and ad hoc committees as required
- Works cooperatively, respectfully and constructively with service users, team members, management, other service providers, and external stakeholders
- Ensures that confidentiality of service users, employees and Cota information is maintained at all times
- Undertakes other related and/or delegated duties, as assigned

Qualifications:

Education:

- Must be a Registered Nurse and have Current General Class (Practicing) Registration with the College of Nurses of Ontario

Experience:

- Experience working in a unionized environment is an asset
- Experience working in healthcare, not for profit and/or social services organizations
- Knowledge and experience supporting people with challenges related to mental health, substance use, acquired brain injury, with possible co-occurring diagnoses/health complexities

Knowledge & Skills:

- Service user centric approach to service delivery
- Ability to train, lead, motivate, coach, and develop individuals and teams
- Calm, able to work under pressure and thrive in a dynamic clinical environment
- Effective organizational and time management skills
- Excellent team player
- Ability to manage conflict, supervise and provide direction as required

- Sound Judgment
- Integrity
- Attention to detail
- Competent in computer operating skills including Electronic Health Records • Fine-tuned interpersonal, organizational and communications skills
- Strong leadership, management and supervision skills
- Excellent interpersonal, communication, and conflict resolution skills
- Sound knowledge of clinical issues relating to the target population being served within the program
- Knowledge of Recovery Oriented and service user and family-centered care, harm reduction and anti-racism anti oppression practices
- Knowledge of Electronic Health Record management, , OCAN and OPOC reporting
- Demonstrated understanding, sensitivity to and awareness of issues relating to diversity and cultural competency

Other:

- Vary depending on the program; posting will reflect specific schedule
- Flexibility to vary 'regular' work pattern to suit the needs of the program, which may include evenings or weekends, if required or directed by Manager

Application Details:

Please complete the application below before **October 13, 2025 at 4:00pm** using the link below:

<https://cota-external.scouterecruit.net/jobs/EX443-case-manager-registered-nurse>

Cota is deeply committed to promoting diversity, advancing equity and fostering a culture of inclusion. We are respectful of each individual's dignity, unique experience, potential and protected rights under the Ontario Human Rights Code. As an equal opportunity employer, we are dedicated to ensuring our workforce reflects the diversity of the communities that we serve.

Additional Information:

Interview Process: Cota may choose to conduct parts/all of the hiring process virtually. Please note that as part of maintaining an agile workforce, all Cota staff may be required to be reasonably reassigned to support the operational needs of our essential services.

Screening Process: Please note that Cota uses AI to screen potential applicants for all roles.

We would like to thank all those that apply; however, due to high volumes of interest, only those selected for an interview will be contacted.

Thank you, Cota's HR Department.

Hope, Respect, Dedication, Equity, Accountability, Collaboration, and Innovation are key values of Cota. We are dedicated to promoting a diverse and inclusive workplace, upholding dignity, and acknowledging each person's individual contributions and potential as an equal-opportunity employer. We uphold the Ontario Human Right Code and strongly encourage applications from people of color, women, Indigenous Peoples, people with disabilities, LGBTQ2S+ people, and others who provide various viewpoints. Cota ensures an accessible hiring process in line with the AODA principles, providing accommodations for applicants with disabilities. For any accommodation requests, please contact hr_recruitment@cotainspires.ca