



Contract, Full-time

Addictions Supervisor

House of Friendship – Addiction Services, Day Treatment

At House of Friendship, we believe in what we are doing. We get out of bed each day to make a difference in our community; to walk with and to serve. We are not happy with the status quo. We get energy from ongoing learning and growth. We lead with passion and believe without a doubt that everyone deserves to belong and thrive. We live and breathe our values of Compassion, Inclusion, Justice, Dignity and Hope. And we have fun!

Sounds pretty great, doesn't it? It is!

Addiction Services is recruiting a full-time Supervisor to support the Day Treatment program. Day Treatment program provides group treatment for adults wanting to make changes to their substance use. Services are offered virtually and in-person, serving Waterloo and Wellington regions. Program Supervisors are responsible for leading, coaching and developing the team as well as the day-to-day operations of the program.

**** This is a full-time, 18-month contract position, from February 9, 2026 to August 27, 2027. This is a full-time position, scheduled to work 37.5 hours per week; generally daytime, weekday hours with up to one (1) evening shift per week. This position offers an in-office and remote work schedule with flexibility to meet the needs of the program. G class driver's licence and access to a reliable vehicle required for travel within the Region of Waterloo. Successful completion of a Police Records Check (Vulnerable Sector) required pre-employment. ****

Key Responsibilities:

- Lead, develop and support the team members, volunteers and students working within assigned programs including coaching and development, team dynamics, conflict management etc.
- Responsible for all aspects of leading a team including recruitment, retention, training and onboarding, supervision, performance assessment, development and management
- Supervisory responsibilities for health and safety within each program; ensuring a physically and psychologically healthy work environment for all team members
- Responsible for scheduling and the allocation of staff, students and volunteers based on the needs of each program and/or site
- Maintain communication with staff team, perform regular check-ins and reviews, and supporting staff professional development
- Attend and provide clinical supervision and case consultations for assigned staff
- Responsible for, with guidance from the program Manager, program design and delivery ensuring timely and appropriate programming to meet the needs of participants
- Liaise with community partners through committee and working group membership to support service delivery
- Responsible for overseeing and supporting the day-to-day operations of the program including expenses, coordination of data collection, staff and participant safety, time sheets and other applicable administrative activities

- Support the program Manager with creating reports and proposals to support or source funding by sharing program insights, collecting registration and financial records, and coordinating program data collection
- Work with program Manager and other addiction services management to evaluate programs and overall approach for addiction treatment
- Includes collecting and providing feedback about program development, service changes, creating new services based on participants identified needs
- With the program Manager, build and maintain solid and fruitful relationships with community partners and agencies to increase opportunities for innovation and positively impact outcomes.
- Some direct service may be required to support program needs
- Establish strong rapport and maintain appropriate professional relationships
- Complete documentation and data entry in accordance with agency and legislative requirements, including fulfillment of documentation requests from participants or other professionals
- Maintain high level of proficiency with respect to confidentiality in compliance with Personal Health Information Protection Act (PHIPA)
- Participation and involvement in other programs, Addiction Services and broader agency activities
- Support staff in assessing complex situations and making appropriate decisions
- Review Assessments/Treatment Plans

Job Specific Knowledge/Skills:

- Sensitivity to and knowledge of issues relating to and impacting on all genders and all marginalized populations
- Very strong leadership, team building and decision-making skills required including demonstrated strength in coaching and developing people and teams
- Experience with coaching and mentoring for personal growth and development, including the ability to coach others through conflict
- Commitment to work with and support training of students, volunteers and new employees as required
- Demonstrated skill in building and maintaining productive relationships (staff, community partners, funders)
- Demonstrated ability to calmly problem-solve in a fast-paced, sometimes stressful environment
- Passion for utilizing innovative approaches to providing supports in addiction treatment settings
- Knowledge of and training in substance use including associated health risks
- Commitment to stage matched, strengths based, person-centred quality psychotherapy services
- Knowledge of community resources and provincial addiction treatment services
- Demonstrated capacity for accurate and efficient documentation and computer data entry
- Experience working within a non-profit and/or social services environment
- Demonstrated ability to be proactive, take initiative and come up with innovative solutions
- Commitment to ongoing professional development and training
- Ability to accept and apply feedback and take initiative
- Group facilitation and management skills

Education/Experience:

- University degree in Social Work, Counselling or a related field of study

- Professional registration, in good standing, as either a Social Worker or Social Service Worker with the Ontario College of Social Workers and Social Service Workers (OCSWSSW) or a Registered Psychotherapist with the College of Registered Psychotherapists of Ontario (CRPO)
- At least 3 years of experience as a counsellor required, ideally within a team environment in a social service setting
- At least 1 year supervising staff and/or students required
- Knowledge and understanding of the complexities of substances, problematic substance use and recovery-oriented interventions, evidence informed practices and clinical treatment modalities including but not limited to Motivational Interviewing and Cognitive Behavioral Therapy required
- Clinical Supervision training preferred

Critical Skills:

- Commitment to understand and uphold the mission and values of House of Friendship is expected
- Exemplary emotional intelligence, resilience, communication, conflict management and problem solving skills required
- Ability to work professionally as a team member with staff, participants and community members
- Build solid and fruitful relationships with community partners and agencies to increase opportunities for innovation and positively impact outcomes
- Demonstrated ability to create and maintain a positive work environment including the ability to navigate change in a positive and productive manner
- Experience or strong interest in working with diverse populations including people from various cultural background, income levels, and sensitivity to their needs
- Strong intercultural competency, with the ability to recognize and respect cultural diversity, able to be diplomatic and sensitive to the dynamics of a culturally diverse workplace
- Experience with and commitment to using an anti-racism, anti-oppressive and trauma informed approach in consultation, program design, evaluation processes and service delivery
- Must be dependable, professional, flexible, a team player, and have a positive attitude
- Respectful, supportive and engaging approach to persons with physical and/or cognitive disabilities, addictions, mental health and other life challenges
- Excellent project, timeline and deadline management skills including skills in logistics and planning and detailed record keeping
- Able to model effective problem solving by recognizing the human, interpersonal and technical sides of a problem, show flexibility and explore possible solutions in an innovative and creative way
- Act as a change agent; contributing to continuous improvement and the successful implementation of change initiatives

Compensation:

At House of Friendship, we know that our team members are the key to the success of our organization and our ability to provide essential services to the community. In support of our mission and in alignment with our values, House of Friendship is committed to ensuring fair, market competitive, and rewarding compensation practices for all of our team members. We aspire to support our team members to create a great work environment where our team is able to thrive, succeed, and have a positive work experience.



Contract, Full-time

House of Friendship compensation practices including our pay grid, have been developed using documented leading pay practices in the not-for-profit sector including [Pathways to Decent Work](#) (Ontario Nonprofit Network) and [Ontario Living Wage Network](#). We value the experience that new team members bring to the organization and have a process in place to review previous related experience for placement on our pay grid.

We value the work that you do with fair pay and benefits:

- Time off includes vacation pay and 2 personal days per year
- Employee & Family Assistance Program

Rate of Pay:

At House of Friendship all compensation ranges are categorized under a series of “grades” and we base our payment structure on internal equity. When determining rate of pay, a candidate’s past related experience will be taken into consideration.

Grade: Supervisor II

Min: \$30.04

Mid: \$34.47

Max: \$38.91

Working Conditions:

- 18-month contract, full-time hours (37.5 hours per week)
- Generally weekday, daytime hours; flexibility as required to meet program needs
- Travel within Waterloo Region required
- Required to assess situations and make decisions under pressure with minimal supervision or working alone
- Encountering participants at program sites who may be under the influence of alcohol or other drugs, and/or experiencing symptoms of mental illness can be expected

This role is being posted to fill a current vacancy.

House of Friendship is open and inviting to qualified candidates with lived experience.

House of Friendship supports justice, equity, diversity, and inclusion in our workplace. We strive to be a workplace free of harassment and discrimination and we are committed to removing barriers and being an inclusive, work environment. House of Friendship is a place where each person can bring their true selves and feel that they belong. We aspire to be an organization that is anti-racist and anti-oppressive so that our team, and therefore our community, can truly belong and thrive.

We invite applications from all qualified candidates and actively encourage applications from members of groups with historical and/or current barriers to accessing employment including, but not limited to Indigenous Peoples, members of racialized groups, persons with disabilities, women, and members of the 2SLGBTQIA+ community.



Contract, Full-time

If you require accommodations to be able to participate fully at any stage in the recruitment process, including applying for this position, please let us know so that we can discuss accommodation options. Accommodations will be provided upon request.

If you are as passionate as we are about serving the community, let's talk.

To apply, please submit your resume and cover letter here:

<https://house-of-friendship.hirehive.com/addictions-supervisor-day-tx-waterloo-region-on-Ryf1ht>

By end of day **January 19, 2026**.