

# StreetHealth

## Full-Time Supervisor

**\* Estimated Start Date – ASAP \***

**Street Health** is a community-based agency providing innovative physical and mental health programs and advocacy to homeless and insecurely housed individuals in downtown Toronto for over 30 years. Street Health, a not-for-profit organization located within the downtown-east neighborhood of Toronto, works to improve the health and wellbeing of people who are homeless and under-housed by addressing the social determinants of health. Our organization provides services in the areas of innovative nursing, mental health, harm reduction, Overdose prevention, Safer Supply, outreach, identification replacement programs, and through advocacy, research, and education.

This Supervisor position is a newly developed role at Street Health and has been created as an outcome to a review of organizational needs, recent changes to the funding and resources for harm reduction services in the province, and potential impact as a result of the planned closures of SCS/CTS sites. More specifically, the impact of closures on our Overdose Prevention Site (OPS), our ability to meet an increased demand on services, management's ability to support the site, our teams, clients and the community. Reporting to the Manager of Harm Reduction Programs, the supervisor will be responsible for site operations, supervising staff, administration and continuous development of Street Health's harm reduction services; the main focus of this role is responsible for the OPS. Prior experience managing staff and teams, project management, budget administration and completion of reporting requirements to funders and government bodies are requirements of this position.

The successful candidate will provide supervision of the site and program, support to the existing team by guiding the direction of the program in collaboration with the manager, supporting employee development, coaching, mentoring, providing feedback, managing performance and ensuring appropriate staffing levels to support operations.

### **Responsibilities of the position include, but may not be limited to:**

- Manage day-to-day site onsite operations of the OPS, and other harm reduction programs as needed, through ongoing oversight and accomplishment of deliverables, monitoring program standards and quality of care, effective resource management and staff scheduling;
- In collaboration with the program manager, provide ongoing supervision and direct support to a dedicated team, act as the first point of direct leadership, including but not limited to supporting employee growth and development, performance management, and program planning and development;
- Manage and approve staff resources including timesheets, time off requests, anticipating and planning staffing levels accordingly;
- Participate in staff team meetings, debriefs, and one-on-one meetings;
- Support the program manager by sharing insights and feedback, making recommendations on programming, services and evaluating implemented changes;
- In collaboration with the program manager, plan and lead recruitment efforts to fill vacancies; participate in recruitment processes of new employees, onboard staff and lead orientation processes for new employees;
- Work collaboratively with the program manager, monitor program expenditures, ensure continuous assessment and management of inventory – ordering, maintaining, restocking and disposing of harm reduction supplies as needed;
- Develop and maintain policies, procedures and health & safety practices as required and recommend modifications as needed in collaboration with the manager;
- Ensure program staff are adhering to and meeting program and funding requirements, entering data into standard reporting systems according to established timelines and ensuring data reports are submitted to Health Canada monthly;
- Actively participate as a member of internal committees, community networks and represent Street Health with partner organizations as needed;
- Provide appropriate support and intervention in medical emergencies, including overdose response as needed;
- Promote the mission, vision and values of Street Health; and

- All other duties as may be assigned within the scope of this managerial position.

### **Qualifications & Requirements:**

- A Degree/Diploma in Social Work, Social Service Work, Social Sciences, Human Sciences, Law/Justice or equivalent combination of education and relevant experience.
- Minimum of three (3) years' management or supervisory experience within the social services / non-profit sector and harm reduction agencies with a focus on supporting vulnerable communities.
- Minimum of five (5) years' frontline experience working within and advocating for clients in harm reduction and trauma-informed non-profit organizations, preferably in a Supervised Consumption Site.
- Experience mentoring and supporting staff with lived experience reflecting the communities we serve.
- Demonstrated leadership experience and ability to coach and motivate teams.
- Demonstrated knowledge of project planning, coordination of data collection, reporting, budget and data management, scheduling and maintaining inventory levels.
- Strong organizational and self-management skills with demonstrated ability to achieve personal and organizational performance targets.
- Experience in facilitating education and training sessions for crisis de-escalation, conflict resolution, harm reduction and overdose response. Experience and certification providing First Aid & CPR (BLS) and Mental Health First Aid is considered an asset.
- Experience leading and managing diverse teams by developing, leading and supporting EDI practices; for example, consulting and working with staff, reviewing/developing policies, and providing recommendations where needed.
- Capacity to work with people from diverse backgrounds and perspectives; knowledge of and familiarity with the downtown-east neighborhood of Toronto is considered an asset.
- Demonstrated ability to work under pressure and apply rational judgement when working through complex and urgent situations.
- Lived and/or living experience of using drugs, experiencing homelessness and poverty, mental health diagnoses, sex work and other experiences similar to the communities we work with, or any combination is highly desired.
- Excellent oral and written communication.
- Strong technical computer skills and experience using EMR programs, Microsoft Word suite, and database software; familiarity using online time management tools is an asset.
- Valid CPR certification or ability to obtain certification within the first 3 months of employment.
- Successful police services Vulnerable Sector Screening Check.

### **Further Employment Details:**

The Supervisor is a full-time position at Street Health and will work, on average, 37.5 hours per week with the understanding that additional hours beyond normal operating hours may be required to meet the management needs of the program. The majority of programs currently operate from 9:00 a.m. to 5:00 p.m. with some early evening commitments. Hours of service are currently under review; and therefore, operating hours of the site and programs may change to include evenings and/or weekends, and the supervisor's schedule will be adjusted to ensure alignment with any changes to the operating hours.

The Supervisor will report directly to the Manager, Harm Reduction Programs, and will work collaboratively with the leadership team at Street Health to ensure seamless operation and service delivery. As a supervisor, the successful candidate will provide service delivery during crisis and emergency situations.

The primary work location of this position will be at 338 Dundas Street East, Toronto, Ontario, M5A 2A1. This role will be compensated at a rate of \$84,500 annually and eligibility to participate in the organization's extended health and dental coverage group plan (100% premiums paid by the employer) and RRSP matching plan.

### **Interested in Applying?**

Please submit your resume and cover letter, in one document, no later than 11:59 p.m. on Monday April 28, 2025, to [employment@streethealth.ca](mailto:employment@streethealth.ca). Please ensure to quote **SH\_Supervisor** in the subject line.

Street Health is committed to diversity, equity & inclusion and developing a workforce that is reflective of the communities and clients that we work with. We strongly encourage applications from members of equity deserving groups including but not limited to; people with lived and/or living experience, Black people, Indigenous Peoples, racialized communities, LGBTQ2SIA+ people, people with disabilities, and people with marginalized identities.

Street Health is committed to providing accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Applicants are asked to make accommodation requests by email to [employment@streethealth.ca](mailto:employment@streethealth.ca) and include the subject term 'Accessibility', or via telephone to 416-921-8668 ext. 228. Street Health will make every effort to ensure that reasonable accommodation requests are available throughout the recruitment process.

All candidates offered a position at Street Health must be fully vaccinated according to Street Health's *COVID-19 Vaccination Policy, Nov 2021*, and proof of vaccination is required as a condition of employment. Street Health will comply with its Human Rights obligations and accommodate employees who are legally entitled to accommodation.