

Flourish with Carya



Program Supervisor - The Way In

Since 1910, Carya has been responding to the evolving social needs of the Calgary community.

Today, Carya impacts the lives of thousands of Calgarians through a range of comprehensive, barrier-free programs and services that enhance mental well-being, strengthen families, improve living conditions, and create meaningful social connections. We walk alongside our community, nurturing the unique strengths, abilities, and talents that individuals, families, and communities already possess to overcome adversity and build strong foundations for their futures.

ABOUT THE ROLE

Locations: Bowmont Commons, 5000 Bowness Rd NW and Village Commons, 610 8 Ave SE, Calgary, AB

Full Time Regular: 37.5 hours per week **Salary:** \$59,999 - \$74,625

The Program Supervisor plays a crucial role in the delivery of programs and services to the citizens of Calgary. Working closely with the Program Manager, the Program Supervisor manages the day-to-day operations of the program and ensures that participants receive professional, quality services from program staff. The Program Supervisor actively supervises staff and promotes an environment that enhances professional development, teamwork and excellence. The Program Supervisor is an active member of the Multigenerational Wellness Team and participates and contributes to the planning and achievement of both department and organizational objectives.

WHO YOU ARE

- A proactive self-starter who likes to get creative and support on diverse deliverables.
- An organized and critical thinker who can visualize organizational goals and progress towards them.
- A creative collaborator who values professional relationships, belonging, kindness and diverse perspectives.

WHAT YOU WILL DO

Client Services Management

- Manage client intake to ensure services are timely, effective, and assigned in an equitable manner.
- Oversee client systems to ensure that prioritization of participants and waitlists reflects the agency's mandate and the needs of participants.
- Support Outreach Workers in case management, occasionally working directly with participants.
- Consult with the Manager to identify areas of concern and ensure Outreach Workers have appropriate clinical support to meet the requirements of their role.
- Provide regular case consultation and supervision to Outreach Workers in individual and group settings.
- Ensure participant assessment tools provide necessary information to inform the development of service plans and participant goals; be accountable for implementing an evaluation framework across the program.

Staff Supervision

- Provide strong leadership and foster a culture of excellence, respect, and accountability.
- Actively supervise their team, including monitoring attendance, managing performance, and processing payroll transactions.
- Ensure adequate staffing levels and maintain a safe working environment for staff in both area offices and the community.
- Delegate responsibilities to designated staff and ensure consistent achievement of expectations.
- Handle all personnel matters, including discipline and documentation for their staff, seeking guidance from the Manager or Human Resources when necessary.



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- Prepare annual performance reviews for all staff directly reporting to them.
- Consult with staff on ethical and practice issues as they arise, providing direction to ensure decisions align with policy, legislation, and ethical standards in their profession.
- Support ongoing professional development of staff through planning, goal setting, and optimizing professional development opportunities.

Program Standards

- Under the direction of the Manager, the Program Supervisor contributes to designing and implementing program initiatives to ensure effective service delivery and the achievement of service goals. This role requires a solid understanding of the requirements outlined in funding proposals, contracts, and agreements, as well as a thorough grasp of outcome measurement and logic models.
- Actively participates in developing and measuring program outcomes, ensuring compliance with funding requirements, and implementing systems to accurately collect necessary information for outcome measurement.
- They also actively participate in ongoing quality assurance activities, addressing participant concerns professionally and promptly as they arise.
- As a member of the agency's leadership team, the Program Supervisor plays an active role in fostering a culture of collaboration and innovation across teams within Carya.

Communication

- Must maintain current knowledge of all agency policies and procedures and ensure that all their staff work according to established policies and procedures. This includes policies and procedures related to personnel, data protection, and file maintenance.
- Expected to establish and maintain strong working relationships with their staff, clients, and colleagues, both internal and external to the organization.
- Possess a balanced and informed understanding of agency, staff, and community concerns is necessary to support quality programming and policy decisions.
- Actively communicate these goals and address any concerns in a positive manner.
- Identify barriers or community concerns and regularly communicate them to staff and management.

Records Management

- Ensure staff maintain the necessary documentation regarding client services as required by the agency, program and professional guidelines
- Ensure that all client files are reviewed, audits are performed, and files are closed promptly upon discontinuation of service by Carya.
- Ensure client data management systems are maintained as per record management guidelines and that required information can be adequately collected and reported as per funder or agency requirements
- Maintain familiarity with the program evaluation framework and ensure that data is collected and entered in client records; monitor data for necessary outcomes measurement.

This task list is not intended to be exhaustive and other tasks may be identified.

WHAT YOU BRING

- **Bachelor's degree in social work or a related discipline.**
- **Completion of Natural Supports Framework training.**
- **Certification with the Alberta Family Wellness Initiative's Core Brain Story.**
- A minimum of five years' experience working with older adults.
- Previous supervisory experience is preferred.
- Must be capable of responding appropriately to crisis situations in a professional and ethical manner.
- Sound knowledge and practice in supporting social determinants of health, client centered case management and trauma informed care.



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- Strong attention to detail with the ability to act with discretion and confidentiality is expected.
- Effective presentation and facilitation skills, along with excellent oral and written communication skills.
- A positive attitude, coupled with a focus on quality service delivery is essential.
- Exceptional team orientation and collaboration skills.
- Proficiency in Microsoft 365 with a focus on SharePoint, Word, Teams, and Outlook.
- Proficiency, or at the very least, familiarity with case management software, such as Penelope or Jane.
- Ability to effectively manage and prioritize your tasks and time.
- A vehicle is required for this role, with valid driver's license and car insurance.

WHY JOIN TEAM CARYA

When you join team Carya, you are joining over 100 passionate professionals who exemplify our values of *Respect, Kindness, Creativity, Collaboration, Belonging, Wellness*. Our employees are the heart of our organization and work collaboratively to meet the unique and evolving needs of over 40,000 Calgarians.

At Carya, we take care of our people and proudly provide our employees with:

- Exceptional work life balance including paid vacation time off, personal time off each month and office closures during the year.
- A supportive and flexible work environment that includes professional development opportunities.
- A focus on health and wellbeing including access to virtual mental and physical health supports, employer paid extended health benefits, dental benefits, an annual health spending account and Employer matched RRSP contributions.
- Recognition that peoples are a combination of many intersecting identities; we work to cultivate an environment that welcomes the whole person and harnesses the strength that is available in our diversity, creating a rich and inclusive workplace.

The **TWI Supervisor** will receive a comprehensive total compensation package including:

- Employer-paid premiums for extended health benefits and 50/50 share of dental premiums.
- Up to 7% RRSP matching.
- Annual Health Spending Account.
- Three (3) weeks paid vacation pro-rated to start date and eligible for use in the first year of employment.
- Monthly Personal Time Off (PTO) day.
- Paid office closure days between Christmas and New Year.
- Discretionary Day of Observation each year for use on a day that is of personal significance.
- Agency provided property as needed by the role.

CLOSING DATE

Until a suitable candidate is found.

HOW TO APPLY

1. Please submit a single PDF containing your cover letter and resume with your name as the file name.
2. Email your file to HR@caryacalgary.ca with the job title in the subject line.
3. Applications submitted without a cover letter will not be considered.

We thank all those who expressed their interest, however only those selected for an interview will be contacted.

Equal Employment Opportunities, Requesting an Accommodation, and Other Employment Statements



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Carya is deeply committed to building a workplace where inclusion is not only valued but prioritized. We are proud to be an equal-opportunity employer, seeking to create a welcoming and diverse environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, family status, marital status, sexual orientation, national origin, genetics, neurodiversity, disability, age, or veteran status, or any other non-merit based or legally protected grounds.

Carya is committed to providing reasonable accommodations to qualified individuals with disabilities in the employment application process. To request an accommodation, please contact People & Culture by email at HR@caryacalgary.ca in advance of your interview.

The successful candidate must satisfactorily complete a Police Information Check with Vulnerable Sector Search.

Carya – Nurturing the Potential in Every Calgarian

