



## Support Service Supervisor, YWCA Regina

June 6<sup>th</sup>, 2018

**Hours of Work:** Monday to Friday, 7:15 am – 3:45 pm, 37.5 hours per week.

**Length of Employment:** Permanent

**Start Date:** July 9<sup>th</sup>, 2018

**Open to:** Internal and External applicants

The YWCA Regina exists to support and empower women, children and youth in addressing their diverse needs in the realization of their full potential, which benefits all. And further, it exists so that:

- Women, children & youth are safe, secure & free from abuse,
- Women, children & youth are empowered & supported in making healthy choices,
- Women, children & youth are making independent choices & are taking responsibility for their lives, &
- Women, children & youth work towards a better world for themselves & others.

### Position Description

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Under the direct supervision of the Manager of Support Service, the Support Service Supervisor is responsible for maintaining a warm and welcoming environment at the Support Service desk. The Support Service desk serves as a hub for YWCA Regina which supports YWCA staff to ensure they are able to effectively and efficiently deliver programming to our clients and customers. We use a trauma informed approach to all areas of work, previous experience and training in this area will be considered an asset.

### Duties and Responsibilities:

#### 1. Administration

- Welcoming and directing clients and customers to the services that best suit their needs whether over the phone or in person;
- Ordering supplies for YWCA office and branches in a cost effective manner;
- Taking payments for various programs using a P.O.S. system and processing an accurate cash out;
- Keeping up to date with the dynamic nature of YWCA Regina programming;
- Administration of OHS committee;

#### 2. Supervision

- Assisting in ensuring the Support Service staff are kept up to date with YWCA programming;
- Providing assistance in coaching staff on performance, coordinating shift coverage, and other supervisory duties as needed;
- Assume duties of Manager when necessary due to vacation or illness;

### 3. Program Administration

- Compose communications to program administrators, participants, and employees;
- Create program schedule and coordinate supervisors;
- Provide clear and objective reporting;

#### Qualifications:

- Some Post-Secondary education;
- Experience using the Microsoft Office and Google platforms;
- Ability to set effective limits in the performance of duties;
- Skills in problem-solving, managing multiple demands, and responding appropriately to incidents and needs as they arise;
- Effective oral and written communication skills;
- Ability to work independently and as part of a team;
- Knowledge of the community systems and services as well as Trauma Informed Care would be an asset;
- Must be able to provide a criminal record check with a vulnerable sector check ;
- First Aid/CPR-C;
- Excellent communication and interpersonal skills;
- Cultural awareness, and respect for women and children of various backgrounds;
- Working from a feminist, anti-oppressive / anti-racist perspective;

**To Apply:** Submit cover letter and resume to Kendall Fowler at [kendallf@ywcaregina.com](mailto:kendallf@ywcaregina.com) by June 15<sup>th</sup>, 2018. Only applicants selected for an interview will be contacted.

No phone calls please.