



## WoodGreen Community Services *Job Posting*

### Our Vision:

A Toronto where everyone has the opportunity to thrive

## *Supervisor, Food & Safety Services*

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<b>Employment Type:</b>	Full-Time, Non-Bargaining Unit
<b>Work Hours:</b>	35 hours/week
<b>Salary:</b>	Please submit your salary expectation with your application
<b>Application Deadline:</b>	February 15, 2018 by 5:00 pm

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### Who We Are

A United Way Anchor Agency, WoodGreen combines significant scale and a proven track record with an entrepreneurial mindset, continuously seeking and developing innovative solutions to critical social needs.

Now in our 80<sup>th</sup> year, we are one of the largest social service agencies in Toronto, serving 37,000 people each year. We're a group of diverse individuals who value respect, excellence, compassion, integrity, and team work.

Visit [www.woodgreen.org](http://www.woodgreen.org) to learn more about who we are and what we do.

### Program Overview – Food & Safety Services, Community Care

The Community Care Unit provides a holistic approach to care at home for seniors and caregivers who are vulnerable, at risk and/or marginalized. The Unit provides a wide range of programs such as Supportive Housing and Homemaking, Social Work, Meals-on-Wheels, Adult Day programs, and transportation, which enable seniors to be as independent as possible in their homes. The Unit also provides a variety of socio-recreational/wellness programs which enhance quality of life and promote the health of the older adult. In addition, the Unit has various programs supporting adults and seniors with mental health and/or addiction issues and development services.

### What You Will Do

- Responsible for the orientation, training, supervision and evaluation of program staff and volunteers.
- Ensures that client intake, assessment/re-assessment and monitoring are carried out according to Unit policy (using Inter-RAI CHA assessment tools).
- Ensures the operations of program statistical information system according to the agency's policies and procedures.
- Liaises with appropriate external organizations and participates in interagency committees, projects and meetings.
- Works with the Manager in developing program policies, procedures and service delivery systems for Food & Safety Programs.
- In consultation with the Manager, develops and implements a business plan which includes the operational structure, human resources structure, training plan, marketing strategies, and user-fee strategies.
- In consultation with the manager, is responsible for liaison, contract management, planning, quality control, evaluation, billing and handling issues/complaints with food providers.
- In consultation with the Manager, is responsible for planning and program evaluation for Food and Safety Programs (Meals-on-Wheels, Friendly Visiting, Security Check) and is responsible for the day to day operation and management of these programs.

- In consultation with the Manager, is responsible for recruitment, hiring and termination of program staff and volunteers.
- Establishes and maintains a system for regular client and volunteer communication and complaint process.
- Works with Volunteer Services in order to ensure that appropriate volunteers/students are recruited, orientated, trained and monitored.
- In consultation with the Manager, is responsible for processing and approving applications for subsidies for Meals on Wheels clients.
- Evaluates information to determine compliance with standards.
- Handles complaints from staff, clients and volunteers, settling disputes, and resolving staff grievances and conflicts.
- In consultation with the Manager, is responsible for the planning, implementation and evaluation of the Emergency Protocol of the Food program.
- Assists in the day to day delivery of services of assigned programs should the need arise.

### **What You Bring to the Team**

- Bachelor of Social Work (BSW) or equivalent Bachelor's degree (health related).
- Certificate or training in Volunteer Management will be considered a strong asset.
- Valid G class driver's license.
- Two (2) to three (3) years of supervision and management experience (Food Services/Meals-on-Wheels experience an asset), preferably in a unionized environment.

### **What Will Set You Apart**

- Experience working with seniors and in the community support services sector.
- Demonstrated coordination and organizational skills.
- Demonstrated communication and inter-personal skills.
- Knowledge of client data system (e.g. CIMS).
- Ability to resolve conflicts.
- Excellent negotiation skills.
- Ability to use professional judgment in making sound decisions.

### **Why You'll Want to Work With Us**

At WoodGreen you will be part of an amazing team that does amazing things for our community.

We offer:

- ✓ Competitive salary and excellent benefits packages for PSW, contract and full-time employees
- ✓ Ongoing training and opportunities for career advancement within the organization
- ✓ Formal staff recognition and appreciation programs
- ✓ Access to group discount programs and purchases

### **To Apply**

Submit your resume and cover letter, **quoting the position title in the subject line**, as follows:

<b>WoodGreen employees ONLY to:</b>	hrjobs@woodgreen.org
<b>External applicants to:</b>	careers@woodgreen.org

***WoodGreen is an equal opportunity employer. We are committed to providing an inclusive and barrier-free selection process and work environment. If contacted in relation to an employment opportunity, please advise our HR representative at [hrjobs@woodgreen.org](mailto:hrjobs@woodgreen.org) of the accommodation measures required. Information received relating to accommodation will be addressed confidentially.***