

The County of Dufferin is an upper tier municipality which sits on the fringe of the Greater Toronto Area, about 100 km northwest of Toronto. It is largely a rural county with three urban settlement areas. The region is well known for its rivers, rolling hills and excellent outdoor recreation opportunities. The UNESCO World Biosphere Reserve, the Niagara Escarpment and the world famous Bruce Trail, run through Dufferin offering spectacular vistas and hiking opportunities. Home to over 67,000 residents the area boasts fabulous restaurants, shopping and amenities. We are currently recruiting for a:

(HYBRID) COMMUNITY SUPPORT SERVICES PROGRAM SUPERVISOR
Permanent Full Time

JOB ID: C25-25	LOCATION: Hybrid -167 Centre St, Shelburne ON
JOB TYPE: Permanent Full Time (Non-Union)	DEADLINE TO APPLY: 4:30 p.m. on February 21, 2025

Reporting to the Manager, Community Support Services, the Community Support Services Program Supervisor is responsible for the direct supervision of departmental staff and volunteers that support the Community Support Services programs. The Program Supervisor also provides a range of support services to staff, applicants, clients and tenants which support the delivery of Community Support Services programs.

What we can offer YOU!

- A competitive hourly wage ranging between \$49.78 - \$58.24 (January 1, 2025 Non-Union Pay Grid);
- Enrolment in our comprehensive health benefits program and defined benefit pension plan
- Access to Perkopolis; discount, reward and benefits program
- Access to an Employee and Family Assistance Program
- Unlimited access to live and interactive webinars offered by the Canadian Centre for Diversity and Inclusion (CCDI)
- A supportive and collaborative work environment.

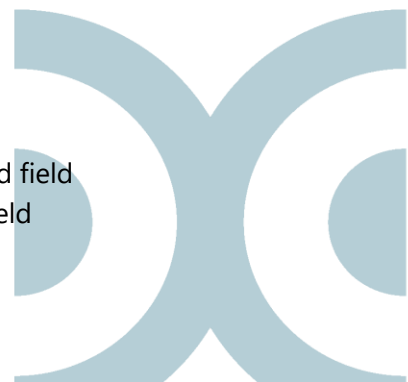
What you'll do

- Direct staff in the daily operations and delivery of services and programs in accordance with corporate and legislative requirements standards
- Develop schedules, assign and monitor work, implement standards, develop tracking tools, business practices, processes and policies
- Implement new procedures, continuous review and updating of existing procedures/documentation/templates/business practices, continuous review of procedure manuals/resources.
- Review/approve client files and confirm eligibility ensuring practices are in line with applicable legislation/directives, community services business practices and processes, review the documentation provided to ensure information is correct for all programs
- Supervise the day-to-day operational budget and participate with the Manager to gather information to prepare and review the annual budget
- Under the leadership of the Manager, supervises the operational planning process, supports and achieves long range goals, and manages the operational business plans that are aligned with the County's strategic plan.
- Responsible for internal reviews and client complaints which come in various forms, telephone calls, written submission and office visits
- Build and maintain working relationships with a variety of community agencies, businesses, clubs, groups, and residents.
- Promote community partnerships and support by representing the County of Dufferin in community committees applicable to operations within Dufferin County Community Support Services (DCCSS).
- Assessing performance of team and individual staff
- Participate in ongoing training to ensure up to date working practices for compliance with municipal and provincial requirements
- Other duties as assigned

What you'll bring

- Post-secondary diploma in Social Services, Gerontology, Human Services or a related field
- Minimum two (2) years' experience in Supervisory capacity in the Human Services field

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- Previous customer service experience
- Experience in a similar service setting providing outreach programs such as Transportation, Meals on Wheels and Adult Day Program
- Experience collaborating with Agency Partners in the provision of services
- Knowledge of various community programs that link seniors' services such as Meals on Wheels, Transportation and other programs supporting independent living of seniors.
- Knowledge of the CARF Accreditation process
- Strong organizational, analytical, problem solving and multi-tasking skills with the ability to meet deadlines and assess priorities
- Proficiency in Excel, Word and other Microsoft Office products
- Ability to set priorities and to work independently and efficiently to manage individual responsibilities
- Knowledge of crisis intervention and conflict resolution techniques
- Ability to engage a wide variety of people with a high level of professionalism and courtesy including culturally, socially and economically diverse populations, seniors, persons with disabilities and professional colleagues
- Valid Class G driver's license and access to reliable transportation required
- Must provide clear criminal reference check including vulnerable sector screening
- Suitable work from home environment including reliable high-speed internet

The County of Dufferin strives to provide exceptional customer service to all its residents and visitors. To effectively do so, all positions at the County of Dufferin require a commitment to upholding the County's equity mandate through on-going and mandatory training and examining our day-to-day operations and impacts through an equity lens. Therefore, throughout the selection process, candidates will have demonstrated their ability to be anti-racist, equitable, inclusive, and respectful.

Ready to apply?

Interested applicants are invited to submit a resume and cover letter before the closing date and time to: hr@dufferincounty.ca

As an organization, we recognize the value of diverse perspectives and lived experiences, and the importance of creating an environment that embraces and supports these. We are committed to creating and fostering a workplace where all employees feel a sense of dignity and belonging. As such, we seek to attract, develop, and retain highly talented employees with a variety of identities and backgrounds, to better reflect the growing diversity of our region.

We actively encourage applications from members of groups with historical and/or current barriers to equity, including, but not limited to:

- First Nations, Métis and Inuit peoples, and all other Indigenous peoples.
- Members of groups that commonly experience discrimination due to race, ancestry, colour, religion and/or spiritual beliefs, or place of origin.
- Persons with visible and/or invisible (physical and/or mental) disabilities.
- Persons who identify as women; and
- Persons of marginalized sexual orientations, gender identities, and gender expressions.

We value the contributions that each person brings and are committed to ensuring full and equal participation for all in our workplace.

All applicants are thanked for their interest. Those chosen for next steps in the selection process will be advised by March 7, 2025. Please note: assessment/testing may be required for candidates moving forward in the selection process for this position. Information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection and will not be used for any other reason. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.