

## **WOMEN'S CRISIS SERVICES OF WATERLOO REGION**

### **On Call Supervisor – Contract Position**

Women's Crisis Services of Waterloo Region operates two 24 hour emergency shelters; Anselma House in Kitchener and Haven House in Cambridge, plus an Outreach program for abused women and their children. We are a not-for-profit organization and work from an anti-racism and anti-oppressive framework.

On call takes one week at a time rotation of on call duties. The times are from Monday morning at 9 am to the following Monday morning at 9 am. The on call supervisor must be available by cell phone during that week, to receive calls for consultation with staff regarding residents, scheduling matters and security issues.

The hours to be on call are 5 pm to 9 am Monday to Friday and from Friday at 5 pm to Monday morning at 9 am. There is a weekly rate of pay for this work. In the unusual and unlikely event that there is no staff to work, the supervisor would be expected to fill the shift. This would apply only to overnight or weekend shifts. If needing to come into the shelter, on shift or for orientation, supervision or meetings, an hourly rate of pay would apply.

Depending on the number of on call people, on call rotation would be more or less frequent. Our three service managers, and less frequently, our Senior Director of Operations and CEO, are included in the rotation.

#### **Qualifications:**

Bachelor or Master Degree in Social Work (BSW, MSW), or equivalent level of degree from a university of good standing. Minimum of 5 years of experience in the social work field.

Member in good standing with the Ontario College of Registered Social Workers or equivalent registered organization. If not currently a member, expectation is to obtain this within 6 months of start date.

#### **Responsibilities:**

This position is responsible for on call duties for residential programs. This person needs to ensure that the residential programs are providing quality and effective services.

- Be aware of and manage risk to clients, staff and organization.
- Take charge of scheduling issues through problem solving and critical thinking.
- Provide back-up attendance on site when no staff to work.
- Report high risk situations (as per agency policy), safety/security and resident or public grievances. Unusual and complex problems and policy interpretations must be followed up in a timely fashion.
- Be aware of staff hours and monitor overtime.
- Be aware of and responsible for staff compliance with agency Core Competencies, shelter standards and agency policies

- Practice in accordance with a feminist, anti-racism/anti-oppression framework and in provision of the agency vision and mission
- Adhere to the agency's philosophy, goals, policies and procedures
- Maintain knowledge of the Employment Standards Act, Labour Relations Act, the current agency Collective Agreement and Union negotiation procedures
- Maintain current certification of CPR, First Aid, Health & Safety, AODA, WHMIS as required
- Adhere and be in compliance with Sections 25, 26 & 28 of the Occupational Health & Safety Act
- Provide direction, scheduling and support to Residential Workers and Relief Residential Workers
- Maintain current knowledge of community resources
- Advocate for WCSWR and for individual clients as appropriate
- Demonstrate professional conduct at all times when representing WCSWR
- Accept direction from SDO or designate
- Travel may be required throughout Waterloo Region

**Skills:**

- Developed interpersonal skills, communication and recording skills and conflict resolution
- Demonstrated sound judgment and the ability to be decisive in crisis situations
- Current and informed knowledge of women and children related to multi-cultural issues
- Current and informed knowledge of the needs of diverse groups of women
- Ability to direct situations and implement rules and guidelines
- Sound and current knowledge of community resources throughout Waterloo Region
- Valid Ontario Driver's license, valid insurance and access to a reliable vehicle

As hiring will happen as soon as possible, interviewing will take place as potential candidates are chosen.  
Interested applicants are invited to send a **detailed resume**, including a **cover letter** to:

Joyce Birnstihl  
Human Resources Manager  
Women's Crisis Services of Waterloo Region  
700 Heritage Drive  
Kitchener, ON  
Email: [joyce.birnstihl@wcsvr.org](mailto:joyce.birnstihl@wcsvr.org)

**Only those applicants selected for an interview will be contacted.**

**We are an equal opportunity employer.**