



Program Supervisor – Individual, Couple and Family Therapy Program (ICF)

Maternity Leave Contract 12 months – 35 hours/week (Full-time – On Site)

Catholic Family Services of Peel-Dufferin (CFSPD) is a non-profit, charitable organization reflecting the values consistent with Catholic social teachings. CFSPD is a dynamic, growing family service agency serving all areas of Peel and Dufferin. CFSPD is committed to providing a positive work environment for its employees and excellent services to its clients.

The Individual, Couple and Family Therapy Program (ICF) aids in helping individuals, couples and families improve relationships and enhance personal well-being. The program provides both counselling and psychotherapy.

Position Summary

CFSPD is currently seeking a Program Supervisor for our Individual, Couple, and Family Therapy program (ICF) who will be responsible for overseeing the centralized intake department at the agency. The incumbent ensures high level program delivery, coordination, documentation and administration. responsible for the day to day running of the program.

The Program Supervisor reports to the Program Manager. This position will be based in Brampton, Ontario.

Responsibilities:

Coordination

- Liaise with community and service providers regarding agency programs.
- Assist Program Manager in the overall coordination of the day-to-day activities of the agency programs.
- Ensure high level of quality in program delivery through the effective coordination/oversight of program administration, promotion, scheduling, equipment/supplies, evaluations, guest speakers, and facilitator scheduling.
- Attending to ongoing issues/conflicts with programming whether related to clients, volunteers or staff.

Program Management

- Assist in the development of short- and long-term plans for programs, monitor progress, assure adherence and evaluate performance.
- Assist in design of performance objectives and implement and monitor programming to meet desired outcomes.
- Supervise staff, students, and volunteers by articulating expectations, displaying model behaviour, maintaining open lines of communication and being clear about roles and responsibility.
- Complete reports and monitors programs and their development.
- Review waiting lists to ensure clients are referred to appropriate services.
- Provide crisis consultation and conflict resolution for staff, interns and volunteers.
- Assist Program Manager in responding to client, partner agencies, and collateral contact complaints or concerns.
- Assist with client service delivery as required.

Community Involvement

- Positively and professionally represent CFSPD in the community by participating and collaborating with community partners, agencies and parishes on various projects, committees and initiatives as requested.

- Network with external sources in the exchange of information through public speaking, providing in-service training, attending conference and symposiums.
- Assist with the development of public relations and communication strategies to support program goals and increase community awareness.

Administration

- Ensure that client fees are negotiated, collected and recorded.
- Manage indirect services, administrative duties, client statistical reporting systems as per funding requirements.
- Organize meetings, prepare agenda, and re review minutes, distribution and follows up on action items from these meetings.
- Ensure database maintenance which includes staff, volunteer, or client information.
- Complete reports and monitor programs and their development.

Qualifications:

- Masters' degree in social work, psychology or related field, or equivalent experience.
- Must be registered with a regulated body
- Minimum of 2 years' experience working as program supervisor.
- Ability to represent the agency to the staff, clients, and community by ensuring the best image is presented.
- Exceptional organizational skills with ability to meet deadlines and manage multiple priorities.
- Enthusiastic, warm, and friendly personality, with a demonstrated client-service orientation.
- Independent and self-directed with the capability to operate with minimal direct supervision.
- Application knowledge of Microsoft Office 365 tools (Word, Excel, etc.).
- Ability to relate to people from a wide range of backgrounds and to engage with target groups.
- Excellent listening skills and confidence in talking to people both in groups and on a one-to-one basis.
- A satisfactory Vulnerable Sector Criminal Records check.
- Strong interpersonal skills and proven ability to establish, maintain and nurture teams, and productive working relationships with other community-based organizations.
- Exceptional organizational skills to manage multiple priorities.
- Ability to work with a forward-thinking mindset in a fast-paced, and ever-changing environment.
- Second language considered an asset.

How to Apply:

If you are interested in the above opportunity, please send your resume and cover letter to HesikaKandiah@sehc.com.

CFSPD is an equal opportunity employer and is dedicated to hiring staff that reflect the diversity in our community. We will make reasonable accommodations to enable applicants with disabilities to participate in the recruitment process upon request to HesikaKandiah@sehc.com. We invite candidates from diverse communities to apply.

We thank all applicants for their interest in Catholic Family Services of Peel-Dufferin. We will only contact those selected for consideration.