



Changing Lives • Growing Community

Courage • Compassion • Connection • Commitment

E4C, one of Edmonton's oldest and most respected social service agencies, is seeking a dedicated professional eager to join our team. This is an excellent opportunity for a gifted professional to make a significant difference to people, helping and supporting individuals and the community in undergoing positive change and increasing capacity.

Team Leader – Crossroads Outreach

Transitional Services Division

Job Purpose

Crossroads offers support, alternatives and hope to sexually exploited children and adults or those at risk of sexual exploitation. The Team Leader's primary responsibilities include staff supervision, service coordination, and community liaison. The Team Leader will monitor ongoing program and staff development to ensure the successful achievement of program outcomes.

Duties and Responsibilities

Supervision

- Supervision is directed towards assuring the quality of service being provided, as well as protecting the integrity and respect of the individuals being served. In support of this, the Team Leader will meet with the Outreach Workers at regular intervals, as well as providing ongoing informal supervision.
- Orient staff and volunteers to ensure clarity of roles and responsibilities, understanding of the program and E4C, and adherence to agency policies.
- Train and coach staff by observing performance, recognizing successes, providing constructive feedback and maintaining appropriate documentation to support staff development and accountability.
- Document performance information and conduct probationary and annual reviews to highlight successes and establish goals for areas of development.
- Promote teamwork and facilitate conflict resolution to meet organizational goals, build positive relationships and support individuals equitably and fairly.
- Other duties may be assigned as needed.

Case Management / Support

- Ensure service user information database is complete and current.
- Perform specific job duties of front-line program staff, such as assessment, referral and support to service users, as required and during times when outreach workers are on leave.
- Other duties may be assigned as needed.

Community Liaison

- Collaborate and build relationships with stakeholders, relevant parties and resources, with regards to the program through representation on committees, initiatives and public presentations.
- Develop and maintain collegial and working relationships with stakeholder representatives to encourage generation of a collaborative approach and best practice responses.
- Establish an understanding of the context in which agencies work and acknowledgement of constraints to ensure areas for collaboration are both reciprocal in nature and reflect the needs of the program goals.
- Other duties may be assigned as needed.

Administration

- Plan work schedules and staff meetings.
- Prepare a monthly summary report of activities and statistics.
- Implement and evaluate program policies and procedures.
- Manage client and program personnel information.
- Ensure regular and appropriate maintenance of outreach equipment/supplies.
- Using agreed upon procedures, track and dispense petty case expenses and service fees.
- Manage donated goods and services using approved procedures.
- Other duties, as requested by Program Manager.

Qualifications

Preferred:

- Bachelor level degree in a human services field or equivalent and four year of related or direct service work experience.
- Security Clearance and Intervention Record Check. Standard First Aid and CPR and Suicide Intervention certification. Valid Driver's License.
- Strong interpersonal, communication, teamwork, leadership and organizational skills. Non-judgmental and empathetic attitude.
- Knowledge in the areas of prostitution, addictions, abuse, aboriginal and other cultures and inner city communities.

Working Conditions

This full-time position requires day, some evening and weekend work. You will also be required to be on an on-call rotation.

Salary Scale

Starting:

Please submit your résumé to:

E-mail: hr@e4calberta.org

Fax: 780.425.5911

We thank all applicants for their interest, however, only those selected for an interview will be contacted.