

Courage

Compassion

Connection

Commitment

E4C, one of Edmonton's oldest and most respected social service agencies, is seeking an enthusiastic individual eager to join our team. This is an excellent opportunity for a gifted professional to make a significant difference to people and our community.

Job Posting: *Team Leader, Crossroads Outreach*

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.

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.

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.

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 years 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.

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

This position is available immediately and will remain open until a suitable candidate is found.

Salary: \$37, 648 – 40, 706 per annum, plus benefits

**To apply, please forward resume and cover letter to:
Andrea Buchholz**

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