



**Employment Opportunity**  
**SWIS Program Supervisor - FTE 40 hours/week**  
**Closing Date: March 28, 2023**

The Calgary Bridge Foundation for Youth (CBFY) is a charitable not for profit youth focused family centered hub that gives power of voice to immigrant and refugee children, youth, and families. CBFY is a core leader within the youth domain in the Calgary settlement and integration sector. CBFY works in collaboration with the two public schools in Calgary, Calgary Board of Education (CBE) and Calgary Catholic School District (CCSD) to ensure that youth and their families are equitably engaged to thrive and not merely to survive. In any given year the organization supports over 13,000 individuals.

Five factors are critical to CBFY's future success. These are 1) quality and sustainability of programming, 2) accessibility to families and individuals, and presence in the community, 3) engaged employees and volunteers, 4) accurately and credibly measured outcomes and 5) impact and expand capacity to meet the need. Employees are evaluated on organizational priorities and the following competencies: goal setting, decision making, communication, continuous learning, and positive relationships.

**Job Objective**

The SWIS Program Supervisor - ISSP provides input and support in the coordination and administration of the ISSP Program, including: staffing; program delivery; writing reports, proposals, and other official documents; budget assistance; collaboration with other CBFY programs, partners, and stakeholders. The main responsibility of the supervisor will be to provide professional guidance to their assigned group of SWIS Settlement Workers and or SWIS Senior Settlement Worker to ensure achievement of program objectives. The SWIS Program Supervisor will be tasked with actively modeling and carrying out the work of SWIS Settlement Workers as outlined in their official Job Descriptions.

**Scope of Duties and Responsibilities**

*Administration/Program Delivery*

- Supervise, monitor, coach and provide feedback to SWIS Settlement Workers regarding service delivery to clients
- Train, oversee and provide feedback to SWIS Settlement Workers regarding case management, resource management, and agency policy
- Liaise between the CBFY leadership team and SWIS Settlement Workers, relaying all pertinent information
- Ensure consistency, organization, and accountability within the SWIS Program
- Promote the development of workshops and information sessions for newcomers
- Research and develop resources related to the SWIS
- Coordinate operational committees with SWIS (outreach, resources, training etc.)
- Coordinate and organize representation of SWIS staff at inter-agency meetings/conferences
- Engage and initiate community initiatives to promote cultural awareness and develop strategies to improve community/cultural integration for newcomers
- Provide various supports to the Program Manager as required
- Contribute to the writing of reports, amendments, proposals and a wide variety of other documents
- Collaborate work in the partnership with Diversity C.O.P.E – Community Outreach of Pediatrics and Psychiatry
- Serve as an ambassador for the SWIS and the CBFY

*Decision Making:*

- Review, approve, and submit payroll or financial forms for all contract and full-time staff including: mileage, reimbursements, timesheets, vacation requests, lieu time requests and approvals

- Identify and support program staff with strengthening and improving upon longer-term responsibilities
- Use best judgment in addressing staff concerns, questions and/or conflicts as they arise
- Use best judgment when reviewing staff workloads and make the necessary changes when needed

*Supervision:*

- Act as a liaison between the SWIS Settlement Workers and the Program Manager as it relates to staffing concerns, challenges, conflicts
- Hold weekly touch-base one-on-one meetings with staff
- Immediately address performance related matters to staff and work closely to create a development plan for improvement where needed
- Provide leadership, ongoing supervision, support and evaluations for fiscal year
- Conduct interviews and provide support in hiring and staff onboarding and offboarding process
- Conduct 3-month and annual evaluations of full-time staff and request input from the Program Manager
- Ensure that the rules, regulations, and policies of the Calgary Bridge Foundation for Youth, the Calgary Board of Education, the Calgary Catholic School District, and other community partners are adhered to by attending programs and supervising staff
- Bring staffing concerns and conflicts to the attention of the Program Manager
- Document ongoing staffing concerns and liaise with the Program Manager and HR, when necessary
- Provide input and feedback to the Manager of new employee hires during the probationary period to determine continuation.

*Other:*

- Work with the Program Manager to develop an annual plan for programming goals and implementation
- Support for managing and tracking the annual program budget
- Attend and contribute to CBFY management meetings when requested
- Create and maintain positive relationships with funders, community partners, school board (CBE and CSSD) staff, and other stakeholders to ensure that program development and implementation meets the needs of all program participants

**The duties and responsibilities outlined above are representative but not all inclusive. Other related duties as required.**

**Qualifications and Requirements**

- Bachelor's degree(s)/ diplomas in the field of Humanities, Social Work, Education, Sociology and /or Community Development, Cross- cultural counseling and/or equivalent settlement sector experience
- Minimum of 2-3 years' experience in a supervisory, administrative and/or team lead or management role
- Experience and knowledge working with diverse ethno-cultural communities
- Strong English writing and editing skills and experience with report writing
- Experience and knowledge of Microsoft programs including Word, Power Point, Outlook and Excel
- Calgary Police Check or willingness to obtain one prior to commencement of employment
- Valid Class 5 Drivers License and vehicle required.
- Fluency in another language other than English is considered an asset.
- Experience with program budgeting
- Experience working in non-profit sector with a focus on youth work

Please [submit](#) your resume and cover letter including salary expectations. We thank all candidates who apply. Only those selected for an interview will be contacted. The Calgary Bridge Foundation for Youth provides equal employment opportunity and encourages applications from all qualified individual. Visit our website at [www.cbfy.ca](http://www.cbfy.ca)