



## Kinship Supervisor

Competition # 1359

The Family Centre has a strong reputation for providing quality services basing our work on research and evidence based practices. We pride ourselves on providing leading edge training and strong, reflective supervision. Our intention is to create a healthy organization that is intelligent in its response to community issues and intentional about our respectful treatment of each other. We have a strong focus on Trauma Informed Care for the communities we support, as well as our staff teams. The Family Centre strives to hire a diverse team of employees, reflecting the diverse communities we support.

### Mission:

The Family Centre exists to support families and children to help them flourish and to help people engage with one another in order to promote healthy, safe, and economically viable communities.

### Vision:

Healthy families in healthy communities.

### The Role:

This position supervises a direct service program which provides support for children, youth and families through receiving Kinship supports. This position consists of receiving referrals, managing cases, coordinating services, recruiting, training and supervising staff, maintaining tracking systems, and monitoring trends and issues within their program. This position reports to the Manager, Reunification.

### Qualifications:

- Bachelor's Degree in Human Services and a minimum of three years related experience
- Registration with Professional Association, where applicable
- Experience in supervising front-line service delivery
- Experience with Kinship families an asset
- Exposure to spreadsheets, database systems
- Clear Security Clearance and Intervention Record Check
- Current First Aid/ ASSIST training

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E [info@the-family-centre.com](mailto:info@the-family-centre.com)

[the-family-centre.com](http://the-family-centre.com)

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Since 1942



### Attributes:

- Strong interpersonal skills to help establish good working relationships with internal and external team members
- Ability to work in a collaborative, integrated team environment
- Ability to problem solve with a non-confrontational approach
- Excellent organizational and administrative skills, and detail oriented

### Key Responsibilities:

- Advertising, hiring and orienting new staff.
- Assigning workers to cases.
- Providing supervision, debriefing and feedback to workers related to the work they are providing.
- Increasing worker's knowledge base, identifying gaps in training, providing information and then encouraging, promoting and supporting the growth of the worker.
- Monitoring inputs and outputs of service delivery through approving timesheets and conducting file audits.
- Strategizing with and mentoring workers to best meet individual client needs.
- Collecting quantitative and qualitative data for funders.
- Measuring program outcomes and quality.
- Working closely with CSD external partners.
- Connecting with Regional and Nationwide organizations offering similar services
- Assisting in the development of and following policies and procedure in accordance with accreditation standards.
- Monitoring and reviewing staff performance on an on-going basis in compliance with agency policies and professional standards.
- Consulting with Manager on program activity, program development, utilization and staffing issues
- Interpreting agency and program policies to staff.
- Practicing in a manner that is consistent with TFC mission and values.
- Assisting Manager with program development and evaluation.
- Actively embracing any job duty that is required for the fulfillment of the job and any duty deemed appropriate by the Manager.
- Administering and tracking Kinship family payments.
- Supervisory Ratio 1:5 employees



### What to Expect:

- Training – compressive onboarding/orientation process which includes service specific training, and agency wide core training.
- Feedback – a strong supervision model that provides regular formal and informal opportunities for feedback
- Performance coaching – formal and informal coaching regarding the development of personal and professional growth and development.

### Compensation:

The Family Centre is committed to employee wellbeing and development. The comprehensive compensation package offered to employees reflects those values and is competitive within the marketplace.

- \$55,285 to \$73,934 annually
- Competitive Health Benefit Plan
- 3 weeks' vacation
- RRSP matching
- Ongoing paid training
- Parking and Mileage compensation

### Please send your resume and cover letter to:

Jennifer Hayes  
Reunification Services Manager  
[jennifer.hayes@the-family-centre.com](mailto:jennifer.hayes@the-family-centre.com)

*The Family Centre thanks all applicants in advance. Only those candidates selected for an interview will be contacted. The Family Centre is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes, as well as work environment. We will be happy to work with applicants requesting accommodation at any stage of the hiring process.*

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