



Job Posting: Support Services Manager

OUTSaskatoon is looking for a community-minded, harm reduction focused, trauma-informed, anti-racist, and eager individual to fill our position of Support Services Manager. If you agree with the following statements, we want you to apply:

You enjoy working with community and providing frontline support

- You are non-judgmental and compassionate
- You understand harm reduction and anti-racist principles and how they are guiding principles for frontline work
- You feel calm, cool, and collected in high stress situations

You enjoy problem solving and system navigation

- You love the feeling of success when you connect someone to the supports that they need
- You are not afraid to make phone calls and push until you get the results you need
- You enjoy challenging situations and finding innovative solutions

You enjoy supervising and coaching others

- You prefer to work as a team rather than independently
- You like to pass your knowledge and skills on to others
- You show respect, empathy, and compassion to others

About the Position

Hours: 37.5 hours per week

Salary: \$46,800-\$50,700, dependant on experience

Benefits: Comprehensive benefits package available to full-time employees after three months. Matched savings plan (at 4%) available after one year of employment.

Job Term: Permanent

OUTSaskatoon is a non-profit, charitable organization that believes in the equity of trans, two spirit, intersex, lesbian, gay, bisexual, and queer people. We provide peer support and counselling, queer-specific education and resources, outreach, social gatherings and events, and community referrals. We support body, mind and spirit within a growing and changing community.

We are looking for a skilled, community-minded, and dynamic individual to fill the position of Support Services Manager. This position is responsible for overseeing OUTSaskatoon's support services arm of service delivery including counseling, support groups, peer support, drop-in programming, front-line support services, and Covid-19 response. As well as working alongside the Pride Home Coordinator to oversee Pride Home, OUTSaskatoon's 2SLGBTQ youth group home.

We wish to emphasize that OUTSaskatoon is dedicated to building an organization that reflects the diversity of all we serve. This includes prioritizing applicants that are diverse in gender, sexual

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orientation, culture, race, and religion. Please use your cover letter to tell us about your unique perspectives, experiences, lived experience and abilities, as they apply to your fit within the OUTSaskatoon team. **Preferential consideration will be given to Two Spirit, First Nations, and Metis applicants. We rely on section 48 of The Saskatchewan Human Rights Code for this measure.**

Tasks:

1. Supervise Support Services staff, providing feedback, support, and guidance, as needed.
2. Oversee peer support program and drop-in peer counselling, referrals, and information services.
3. Oversee OUTSaskatoon's social and support groups.
4. Train staff and volunteers for phone-line, drop-in peer support, and other trainings as assigned.
5. Supervise Social Work Practicum students throughout the year.
6. Work alongside the Pride Home Coordinator to assist with Pride Home when needed.
7. Monthly statistical record-keeping and reporting and performance of other duties as assigned and/or negotiated with the Executive Director.

A full list of tasks and responsibilities can be found: www.outsaskatoon.ca/work_here

Qualifications:

Relevant lived and work experience will be considered. A Bachelor of Social Work (BSW), Bachelor of Indian Social Work (BISW) or an equivalent certificate (Certified Indian Social Worker - CISW or Certified Social Worker - CSW). Knowledge of Two Spirit, Trans, Queer, and BIPOC (Black, Indigenous, and People of Colour) communities and issues is essential. Knowledge regarding housing, food, and social assistance services is essential. Knowledge of harm reduction, anti-oppression, anti-racism, and trauma-informed approaches to community service is essential. At least one year of management or supervisory experience. At least 3 years of experience working in a human services field in a housing and/or support services role. Valid driver's license and access to a reliable vehicle with a clean abstract is required. Criminal record check with vulnerable sectors clearance is required

A full list of qualification requirements can be found: www.outsaskatoon.ca/work_here

Working Conditions: Office environment that follows strict Covid-19 protocols and guidelines.

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Deadline: Monday, May 10th at 5:00 pm.

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In order to successfully apply, you must submit:

- **Detailed cover letter** (applicants that do not include a cover letter will not be considered)
 - Applicants are encouraged to highlight lived experience
- **Resume** highlighting relevant education and work experience
- **Three references**

By email to:

ATTN: Jack Saddleback | he/him
Co-Interim Executive Director, OUTSaskatoon
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