Job Description

**Position:** Supervision Manager

**Reporting to:** Sr. Manager, Hub Operations

**Edited:** November 3, 2022

**Job Summary:**

The Supervision Manager works within the Clinical Operations Team of Crisis Services Canada, reporting to the Sr. Manager, Hub Operations, within the matrix structure of the team. As part of the clinical operations team, the Supervision Manager leads the Supervisors, Coordinators and Responders for the Talk Suicide Canada program, policies and operational procedures.

**Job Responsibilities:**

- Manages schedule for Supervisors and ensures 24/7 supervision coverage
- Manages Supervisors, including training, interviews, schedules, performance reviews, vacation requests, mental health and well-being, and weekly meetings
- Mentors and supports the Supervision Coordinator, including their management of volunteer hub responders
- Mentors and oversees the CSC supervisors and paid responders
- Facilitates Monthly meetings of the Supervisory and Responder team
- Assigning and reviewing Supervisor team tasks
- Attending Hub and Partner meetings
- Managing recruitment, retention, termination, leaves of absence which includes the files for paid Responders
- Responsible for reviewing time sheets for paid responders and supervisors
- Oversee quality assurance for all active responders
- Lead preparation of a monthly Newsletter for the CSC Hub
- Other duties as required/assigned

**Other**

- Remain up to date on service procedures and caller support guidelines.
- Uphold ethical and legal standards of CSC.
- Attend clinical operations/staff/network operations meetings when required
- Attend additional training sessions when required
Job Skills/Qualifications (Knowledge, skills and abilities):

- Post secondary degree or equivalent in a related field
- A minimum of 4 years experience in a crisis/distress centre is preferred
- Sound knowledge of the principles and skills relating to crisis intervention and best practices in suicide prevention
- A collaborative approach and the ability to work as part of a team
- Excellent organizational skills and attention to detail
- Strong English language skills both written and spoken
- Ability to work flexible hours
- Computer literacy including programs such as MS Office and iCarol

Working Conditions

- Working primarily from a home office environment
- Evening and weekend work possible, per shift schedule assigned/discussed; The schedule is negotiable and flexible
- Flexibility to adjust hours and schedule as necessary to respond to Talk Suicide Canada issues
- Involves significant computer use