



Job Posting

URGENTLY HIRING

POSITION TITLE: Shift Supervisor

DEPARTMENT/PROGRAM: Emergency Shelter & Social Service HUB

REPORTS TO: Leadership Team

SUBMIT APPLICATION BY: Internal/External Application Deadline: July 31, 2026

PURPOSE: The Busby Centre provides safe, respectful, and welcoming overnight accommodation and daytime drop-in services, meals and access to housing focused supports to those experiencing or at-risk of experiencing homelessness and/or food insecurity in the city of Barrie and South Georgian Bay.

The Busby Centre is a community-based agency that believes in the Housing First philosophies and practices. We strive to improve the quality of life for people who are struggling with chronic homelessness, significant mental health issues and substance misuse. Our program provides individuals a place to stay and staff support 24/7, along with a variety of on-site services to help people experiencing homelessness transition to housing and successfully stay housed.

We are currently seeking an individual to work within a leadership and supervision team to provide daily operational guidance and supervision to the staff and volunteers to support participants accessing day, evening and overnight emergency shelter services. We are hiring a **Shift Supervisor** for shifts including days, evenings and overnights, including weekends.

Please note: This is a PERMANENT contract, subject to yearly renewal based on employee performance and the availability of sufficient program funding. There is currently ONE (1) FULL-TIME overnight position available.

LOCATION: Barrie, Ontario

RESPONSIBILITIES:

- **Team Management:**
 - Supervise and lead a team of employees, providing guidance, support, and motivation.
 - Delegate tasks and responsibilities effectively to ensure operational efficiency.
 - Conduct regular performance evaluations and provide constructive feedback.
 - Handle employee scheduling and manage shift coverage to maintain optimal staffing levels.
- **Operational Oversight:**
 - Monitor daily operations to ensure compliance with company standards and procedures.
 - Oversee the execution of tasks and workflows to meet productivity and quality targets.
 - Address and resolve operational issues and discrepancies in a timely manner.
 - Maintain inventory and equipment, ensuring proper use and reporting any maintenance needs.
- **Customer Service:**
 - Ensure high levels of customer satisfaction by addressing customer inquiries and resolving

- complaints.
- Train staff on effective customer service techniques and company protocols.
- Monitor customer interactions and feedback to continuously improve service quality.
- **Health and Safety:**
 - Enforce health and safety regulations and ensure a safe working environment.
 - Conduct regular safety inspections and implement corrective actions as needed.
 - Provide training on safety procedures and emergency protocols.
- **Reporting and Documentation:**
 - Maintain accurate records of shift activities, employee performance, and inventory levels.
 - Prepare and submit shift reports and other required documentation.
 - Monitor and analyze key performance indicators to identify areas for improvement.
 - Knowledge and experience with HIFIS database
- **Training and Development:**
 - Onboard and train new employees, ensuring they understand their roles and responsibilities.
 - Identify training needs and provide ongoing development opportunities for team members.
 - Foster a positive and collaborative work environment.
- **Compliance:**
 - Ensure adherence to company policies, procedures, and regulatory requirements.
 - Implement and enforce company policies regarding attendance, conduct, and performance.
- **Problem-Solving:**
 - Quickly address and resolve any issues or conflicts that arise during the shift.
 - Use problem-solving skills to handle unexpected challenges and make decisions that support the team and company objectives.

ESSENTIAL SKILLS:

1. Able and willing to interact with programs and shelter participants in a compassionate and respectful manner
2. Able to maintain a positive, professional, and fair manner with all staff, participants and volunteers.
3. Trustworthy, reliable and level-headed.
4. Must support trauma practiced, harm reduction practiced and housing focused care framework.
5. Knowledge of Microsoft software, specifically Word and Excel, and HIFIS
6. Possesses the ability to work effectively with others in a positive, cooperative manner.
7. Able and willing to de-escalate people or situations both verbally and physically, in a trauma practiced and professional manner.

QUALIFICATIONS:

- University degree in the Social Services field, or a 2-year college diploma in the Human Services Foundation or Social Service Worker program. Candidates with non-traditional educational pathways and commensurate life/work experience will be considered.
- Must possess excellent communication skills in dealing with a diverse client group, and excellent verbal, written and interpersonal skills to respond to requests in a professional manner
- Minimum two years' experience supervising staff of 10+ people
- Valid Ontario Class "G" Driver's License and reliable vehicle for use on corporate business, with clean driver's abstract.

- The position requires a satisfactory Police Records Check and Vulnerable Sector Screen
- Ability to work all shifts if required, we are a 24/7 service provider.
- Ability to be on call if required

SCHEDULE/WORKING CONDITIONS:

Contract, **starting as soon as possible**. The available positions may entail a flexible schedule, encompassing day, evening and night shifts or a combination of all, as well as weekday and weekend shifts. This position works in a direct capacity with vulnerable individuals experiencing a myriad of challenges.

COMPENSATION PACKAGE (AFTER 3 MONTHS):

- Confidential Employee Assistance program (EAP) for you and for your immediate family
- Life insurance, long term disability, extended health and dental benefits
- Employer paid vacation and sick time

WAGE: Starting at \$27.50 (negotiable upon experience)

HOW TO APPLY:

Interested applicants are invited to submit a **resume and cover letter** outlining their interest and qualifications on Indeed or by emailing: careers@busbycentre.ca entering **Shift Supervisor (Overnights)** in the subject line. The Busby Centre is committed to building an inclusive workplace. Applications from individuals with **lived experience, Indigenous peoples, racialized communities, and members of the 2SLGBTQ+ community** are encouraged. **We thank all those who apply for this position. However, only those applicants selected for an interview will be contacted.**

OCCUPATIONAL HEALTH & SAFETY:

All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others. All employees are expected to learn, understand, and adhere to the Busby Centre's health and safety policies and procedures and keep up to date on any changes, particularly as it relates to new/emerging information related to infection prevention and control.

ACCOMMODATIONS:

The Busby Centre is a progressive work environment committed to the principle of employment equity and respecting diversity. We are committed to providing equal opportunities for persons with disabilities. Accommodations are available at all stages of the recruitment process, at the candidate's request.

DIVERSITY & INCULSION: The Busby Centre is a progressive work environment committed to the principle of employment equity, to respecting diversity and to providing employees with a work environment free of discrimination and harassment. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and organizational needs. The Busby Centre is committed to providing accommodation for persons with disabilities throughout the recruitment process. If you require any accommodation, please let us know prior to your interview.

USING ARTIFICIAL INTELLIGENCE (AI): Please note that your application and any related materials you provide may be processed, stored, reviewed, or otherwise used by systems in our recruitment selection process that may interact with AI tools. This includes any AI integrated functions that may be utilized by the job board through which you applied to.