



Job Posting

URGENTLY HIRING

POSITION TITLE: Supervisor – Bridge Housing Program (Overnights)
DEPARTMENT/PROGRAM: Bridge Housing Program
REPORTS TO: Leadership Team
SUBMIT APPLICATION BY: Internal/External Deadline – July 31, 2026

About The Busby Centre

The Busby Centre provides housing-focused services to individuals experiencing homelessness across Simcoe County. Guided by our belief that Everybody Is Somebody, we work to ensure individuals have access to safe housing and the supports necessary to maintain stability and dignity.

Our programs operate within a **Housing First, trauma-informed, and harm reduction framework**, supporting individuals to move from crisis toward permanent housing and long-term stability.

Position Summary

The Program Supervisor – Bridge Housing provides day-to-day leadership and operational oversight of the Bridge Housing program. The Supervisor supports frontline staff, ensures the program operates safely and effectively, and helps maintain a respectful and supportive environment for participants.

This role requires strong leadership, crisis response, multi-tasking, and organizational skills. The Program Supervisor supports staff in responding to complex participant needs while ensuring the program operates in alignment with Busby Centre policies, Housing First principles, and Bridge Housing Operational Standards.

The Supervisor works closely with program leadership and community partners to ensure participants receive appropriate support as they transition from homelessness toward stable housing.

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. Must have a flexible schedule and available to work any schedule.

LOCATION: Barrie, Ontario

KEY RESPONSIBILITIES:

Staff Leadership and Supervision

- Provide day-to-day supervision, guidance, and support to on-site Busby staff.
- Foster a respectful, collaborative, and trauma-informed team environment.
- Provide coaching and mentorship to staff supporting individuals experiencing crisis, conflict, or complex needs.
- Assist with staff scheduling and ensure adequate shift coverage.
- Support staff onboarding, training, and professional development.
- Address staff concerns and support workplace conflict resolution.

Program Operations

- Oversee daily operations of the Bridge Housing program.
- Ensure program policies, procedures, and safety protocols are followed.
- Monitor building operations and address operational issues.
- Support participant intake, orientation, and engagement processes.

- Ensure program spaces remain safe, respectful, and well maintained and stocked with supplies.

Crisis Response and Incident Management

- Provide leadership and guidance during crisis situations.
- Support staff in applying **de-escalation and trauma-informed approaches**.
- Respond to incidents involving participant safety or behavioural escalation.
- Ensure incidents are documented and addressed according to program protocols.
- Coordinate with emergency services when required.

Participant Support and Risk Management

- Support staff in addressing complex participant needs.
- Promote participant engagement and goal setting related to housing stability.
- Ensure participant support practices align with **Housing First and harm reduction principles**.
- Assist staff with conflict resolution and behavioural support strategies.

Documentation and Compliance

- Review shift notes and incident reports for accuracy and completeness.
- Ensure staff documentation meets program standards.
- Support data collection and reporting requirements.
- Ensure program operations align with Busby Centre policies and applicable funding requirements.

Community Partnerships

- Support coordination with community service providers and partner agencies.
- Assist participants in connecting with health, mental health, housing, and social services.
- Participate in case coordination and service collaboration when required.

QUALIFICATIONS:

Education

- Diploma or degree in **Social Service Worker, Social Work, Community Services, or a related field** preferred.

Experience

- Minimum **3–5 years of experience** working in homelessness services, supportive housing, emergency shelter or outreach programs, or community services.
- Experience supporting individuals experiencing **homelessness, mental health challenges, substance use, or complex barriers**.
- Previous **supervisory or leadership experience** is considered an asset.

Skills

- Strong leadership and staff supervision skills.
- Ability to respond effectively in crisis situations.
- Demonstrated **de-escalation and conflict resolution skills**.
- Knowledge of **trauma-informed practice, harm reduction, and Housing First principles**.
- Strong communication and decision-making abilities.
- Ability to work both **independently and collaboratively** within a team environment. Teamwork is very important.
- Strong organizational and documentation skills.

WORKING CONDITIONS:

This role operates within a **supportive bridge housing environment** and may involve responding to crisis situations and supporting individuals experiencing complex barriers.

Staff must be comfortable working in a **dynamic and sometimes high-pressure environment** while maintaining professionalism, compassion, and strong safety awareness.

SCHEDULE:

Contract, **starting as soon as possible**. The Bridge Housing program operates **24 hours a day, 7 days a week**. The Program Supervisor may be required to work a **variety of shifts**, including evenings, weekends and holidays, in order to support program operations and staff coverage. Flexibility may be required to respond to urgent operational needs.

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: \$32-34.00 per hour + \$1.00/hour overnight premium

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 **Supervisor Bridge Housing Program** 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.