



HIV COMMUNITY LINK
(prevention + support + advocacy)

HIV Community Link is a growing organization delivering services throughout Southern Alberta. As a non-profit organization we help people to learn about, prevent, and live with HIV/AIDS and hepatitis C. We offer a fun and energetic environment that provides opportunities for you to utilize your talents and develop new skills. HIV Community Link Society is committed to employment equity.

Team Leader - Support Services

HIV Community Link is seeking a Team Leader who will be responsible for the supervision of the Support Services team. The Team Leader will be responsible for developing, coordinating, and evaluating the delivery of support services which includes a variety of programs and services in both our Calgary and Medicine Hat offices.

The successful candidate must be a passionate and diplomatic individual who understands and embraces the principals of harm reduction. This position monitors the overall delivery of program services; and provides management, support and training to program employees, volunteers and practicum students. This position also ensures client feedback provision and strategic program planning. The Team Leader plays an integral role on the management team and will be expected to create an accountable and collaborative team environment.

This is a full-time position (35 hours a week) reporting directly to the Executive Director. A flexible schedule including day, evening, and weekend availability is required. Some travel will also be required so a valid drivers' license and access to a reliable vehicle is preferred.

Primary Responsibilities

- Consults with Executive Director on program directions and issues, in line with the strategic plan.
- Fosters partnerships with other community organizations and facilitates community education.
- Monitors the delivery of support services and provides comprehensive case consultation
- Develops appropriate models of service delivery.
- Establishes and/or implements systems to monitor and review standards of practice.
- Compiles qualitative and quantitative statistics.
- Implements outcome evaluation processes and procedures.
- Ensures the confidentiality of demographic summaries, client files, employee files, volunteer files, employee performance issues, and budget information.
- Provides supervision, evaluation, support and direction to team members.
- Participates in recruitment and selection of employees.
- Oversees the supervision and evaluation of practicum students and volunteers assisting in the operations of support services.
- Complies with agency policies and procedures.

Qualifications

- Bachelor Degree in health related discipline and 3 years supervisory experience in a community-based environment

Experience

- Extensive experience in program development and evaluation techniques.
- Minimum of 3 years proven supervisory and management experience of a team of employees.
- Proficient in public speaking and presenting to diverse audiences.
- Working experience in a non-profit environment is an asset.

Skills

- Strong program leadership, people management and conflict resolution skills.
- Strong analytical and problem-solving skills.
- Effective written and verbal communications, with the ability to reach diverse audiences.
- Strong planning, prioritizing and organizational skills.
- Thorough knowledge of HIV/AIDS and related issues, with awareness of harm reduction and the needs of persons living with HIV.
- Ability to work both independently and in collaboration with others at all levels and locations of the organization.
- Physical ability to carry out the duties of the position.
- Adhere to and implement policies and procedures and ensure ethical standards are maintained
- Proficiency with MS Office, social media and various office technologies.
- Suicide Intervention and first aid is an asset.

Supervision

- This position will be formally supervised by the Executive Director.
- The successful candidate will be expected to:
 - ♦ report directly to the Executive Director on programming outcomes on a regular basis;
 - ♦ refer decisions concerning media and public relations to the Executive Director;
 - ♦ collaborate on decisions concerning expenditures with the Executive Director and refer to the Executive Director for approval;
 - ♦ incorporate team work approaches, as possible, in all aspects of the work completed;
 - ♦ inform the Executive Director of human resource issues on a regular basis;
 - ♦ produce monthly reports detailing program successes and issues for the Executive Director by the 17th of each month.

Salary and Benefits

HIV Community Link Society offers competitive compensation and a comprehensive benefits package.

Application Details

This position will remain open until a suitable candidate is found. Please quote job reference HIVCL-047.

Please send your cover letter, resume, and salary range/expectation to hr@hivcl.org

Note: You must be eligible to work in Alberta and available for in-person interviews. No phone calls please. We thank all applicants for their interest; however only those selected for an interview will be contacted.