



Supporting Human Services in Our Community

The DNSSAB helps people put an affordable roof over their heads, makes sure ambulances take them to hospital when needed, assists in finding affordable childcare, and is there when a little support can make a world of difference during a difficult time.

DNSSAB IS HIRING!

BULLETIN NO.: D2026-07

POSITION: Homelessness & Coordinated Services Supervisor

DURATION: Non-Union. Permanent Full-Time

SALARY: \$92,956.32 to \$105,643.21

LOCATION: North Bay, ON

Under the direction of the Manager of Homelessness and Coordinated Services, the Homelessness and Coordinated Services Supervisor provides leadership, coaching, mentoring and supervision to a team of direct client delivery staff working within the Coordinated Services department with a focus on continuous improvement. Through effective policy and procedure development and management, leads a team to achieve excellent client service and program outcomes in compliance with all aspects of the Coordinated Services mandate and the DNSSAB Strategic Plan.

The position has decision making authority, supervises direct delivery functions, monitors the achievement of outcomes and the delivery of financial supports and services under the Coordinated Services programs including the daily operations of front-line client services and/or support staff for Coordinated Services within DNSSAB. The position liaises effectively with clients, service delivery partners, community partners, DNSSAB departments and staff in support of effective client service delivery, administration of legal agreements, contracts demonstrating strong fiscal management. The position participates in policy and procedure development in accordance with legislative directives and provides recommendations for service enhancements to achieve successful outcomes and solutions through collaboration, feedback and analysis.

Qualifications:

- Diploma or degree in Social Sciences, Human Services, Business Administration or its equivalent;
- Five years' progressive experience in program and partnership management, including at least three (3) years at the supervisory level;
- Excellent knowledge of Ontario Works, Housing and Homelessness legislation, including directives, and local policies as well as applicable access and privacy legislation;
- Excellent oral, written and presentation skills with the ability to adapt communications to different audiences and mediums;
- Highly developed organizational and time management skills to ensure successful client service outcomes;
- Excellent team building, coaching/mentoring, collaboration and lateral leadership skills (i.e. persuasion, listening, cooperation, tact, diplomacy, problem solving, negotiation, internal consulting);
- Demonstrate and foster an innovative, positive and continuous improvement approach to team leadership;
- Engage in both independent and consultative decision-making so as to build consensus and move issues forward;
- Proficient in the Homelessness Individual and Family Information System (HIFIS);
- Proficiency in desktop applications including working knowledge of Microsoft Office Suite applications;
- Proven ability to manage conflict and sound judgement to respond in crisis and emergency response situations;
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy;
- Valid Ontario Driver's License and a vehicle available for use on the job;
- Bilingualism is considered an asset.

Full-Time Permanent Employees Enjoy:

- OMERS Pension Plan
- Health, Dental, Vision, Life and Long-term Disability (LTD) Benefits
- Be Part of an Inclusive Work Culture
- Generous Vacation Entitlement
- Paid Sick Days
- Employee Assistance Program
- Wellness Activities
- Annual Staff Development Day
- Long-Service & Retirement Recognition
- A Psychologically Safe Workspace
- The Right to Disconnect
- Commitment to Diversity & Inclusion
- Business Casual Dress Code

Must be legally eligible to work in Canada. Police Record Check within three (3) months is a requirement.

This is a new vacancy. Applications for the above position will **only** be accepted through the **Plum Recruitment** Tool up to **4:30pm, Thursday, February 12th, 2026**. Please follow this link <https://bit.ly/4tewigv> to apply **now!** You will be required to create a profile and complete an assessment prior to uploading your cover letter and resume. Your profile will allow you to stand out from your fellow applicants for your unique skillset. See how bright your future could be. Come join our team and help make a difference in the lives of the people we serve!

www.dnssab.ca

DNSSAB is an equal opportunity employer. In accordance with DNSSAB's Accessibility Policy, accommodations will be provided in all parts of the hiring process. Applicants are encouraged to make their needs known to Human Resources in advance. The DNSSAB does not use artificial intelligence or automated decision-making tools at any stage of the recruitment.