



THE REGIONAL MUNICIPALITY OF DURHAM

Social Services Department

Supervisor - Homelessness and Outreach Services **(Regular Full-Time)**

Job ID: 24059
Job Number: 523

Open: Aug 05, 2026 Close: Aug 11, 2026

Diversity, Equity and Inclusion Statement

The Region of Durham is committed to advancing equity, diversity and inclusion within our organization and the communities we serve. We welcome and encourage applications from people who are Indigenous, racialized persons, women, persons with disabilities, members of LGBTQ2S+ communities, and others who may contribute to the further diversification of our workforce, including those who experience systemic barriers.

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code, accommodation will be provided throughout the recruitment process upon request, based on any Code-protected ground.

Supervisor - Homelessness and Outreach Services

Reporting to the People Leader of Homelessness and Outreach Services, the successful candidate will be responsible for the supervision, coaching and development of homelessness outreach staff who are working in the community that cover 24/7 schedules

The incumbent will:

- Provide day-to-day leadership, supervision, coaching and support to homelessness outreach staff operating in community settings across a 24/7 service model, ensuring safe, effective, and client-centered service delivery
- Manage service delivery operations through effective scheduling, deployment of resources and workload management to ensure timely and responsive outreach services throughout Durham Region
- Monitor trends, service delivery outcomes and operational performance, identifying opportunities for continuous improvement and implementing corrective actions where required
- Provide expertise and guidance to staff on complex client situations and collaborate with shelters, outreach providers, healthcare partners, municipalities, Indigenous organizations, emergency services, and community agencies to support coordinated service planning, risk mitigation, housing-focused interventions, and positive client outcomes.
- Coordinate staff training and professional development to ensure staff maintain current knowledge of best practices in homelessness services, trauma-informed care, harm reduction, Coordinated Access and relevant legislation
- Support implementation of divisional and departmental priorities, policies, procedures and program changes while ensuring compliance with legislative, contractual and reporting requirements
- Ensure program targets, service standards and operational objectives are achieved through effective leadership, accountability and problem-solving
- Lead and coordinate responses to complex and high-risk client situations involving homelessness, mental health, addictions, trauma, behavioural concerns, medical vulnerabilities, and other barriers to housing stability by collaborating with community partners, healthcare providers, municipalities, Indigenous organizations, emergency services, and other levels of government to support coordinated service delivery and positive community outcomes.
- Supervise, mentor and evaluate outreach staff through regular performance discussions, development planning, coaching, attendance management and performance management processes
- Lead recruitment, selection and onboarding activities in accordance with Regional hiring policies and procedures, equity, diversity and inclusion principles, and collective agreements
- Conduct workplace investigations, address employee relations matters, and work collaboratively with Human Resources and Labour Relations on employee performance, attendance, conflict resolution, workplace accommodation, corrective action and other people-management matters
- Ensure compliance with Occupational Health and Safety legislation, Regional policies, risk management



practices, critical incident reporting requirements, and staff safety protocols when working in community environments

The successful candidate will possess:

- A Degree in Social Sciences, or a related discipline, or an [equivalent combination of education and experience](#).
- Demonstrated leadership or supervisory experience in homelessness services, outreach, housing, community services, or a related human services environment
- Knowledge of homelessness services, Coordinated Access, By-Name List management, Homelessness Individuals and Families Information System (HIFIS), Housing First principles, and community-based service delivery
- Knowledge of relevant legislation, policies, and standards including, but not limited to: the Housing Services Act, Residential Tenancies Act, Occupational Health and Safety Act
- Experience supervising staff in a unionized environment, including recruitment and selection, performance management, attendance management, workplace investigations, conflict resolution, employee development, and accommodation processes
- Strong understanding of trauma-informed, culturally responsive, and person-centered approaches to service delivery
- Demonstrated ability to build effective relationships with staff, community partners, municipalities, health care providers, and other stakeholders
- Experience in advancing equity through inclusive leadership and policy development
- The ability to address systemic inequities through structural interventions,
- Excellent communication, leadership, problem-solving, decision-making, and interpersonal skills
- Proficiency in Microsoft Office applications, including Outlook, Word, Excel, PowerPoint, Teams, and SharePoint, as well as the Homeless Individuals and Families Information System (HIFIS) and other data management and reporting systems. Ability to maintain accurate records, analyze data, prepare reports, monitor performance indicators, and support evidence-informed planning, service delivery, and decision-making
- Ability to travel within Durham Region on a regular/daily basis as required

Management & Exempt Salary Grade 6

- Salary: \$109,894 to \$137,367 per annum

Conditions of Employment

All applicants are expected to comply with the Region of Durham's Code of Ethics and Code of Conduct Policies throughout the recruitment process. Prior to the start date, the successful candidate will be required to provide a satisfactory Police Vulnerable Sector Check dated within two (2) months from date of hire. Proof of education, qualifications and any other job bona fide requirements will also be collected.

External Application Process

Come find a home where exciting and rewarding careers are balanced with your lifestyle. We thank all applicants; however, only those being considered will be contacted. Please apply online (www.durham.ca) no later than midnight (Eastern Standard Time) on the closing date indicated on the Job Posting.

The Region of Durham is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process. If contacted for an employment opportunity and you require accommodation, or if this information is required in an accessible format, please contact us at: RecruitingHelp@durham.ca and a Recruiter will provide appropriate assistance pursuant to the Region's Accommodation and Accessibility policies. Please note that resumes should not be sent to RecruitingHelp@durham.ca.

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The Region of Durham may utilize artificial intelligence to assist in the preliminary assessment of applicant qualifications



and submitted materials. These tools are used for the purpose of supporting and enhancing an evaluation by a human decision-maker and any information provided by AI to a human decision-maker is not determinative. Final decisions are made solely by authorized human decision-makers.