

Program Supervisor – HEAL Program

Full-Time (35 hours/week) | On-Site – Brampton, ON

Salary: \$60,000–\$65,000 (commensurate with experience)

About Us

Catholic Family Services of Peel-Dufferin (CFSPD) is a non-profit, charitable organization rooted in Catholic social teachings. We are a dynamic and growing community-based agency serving individuals and families across Peel and Dufferin.

We are committed to providing inclusive, compassionate, and client-centered services that promote safety, dignity, and well-being for all.

About the HEAL Program

The Helping End Abuse for Life (HEAL) program provides counselling, therapeutic services, and psychoeducational groups for mothers and children who have experienced intimate partner and family violence.

HEAL operates as part of a collaborative network of approximately 20 community partners working together to deliver coordinated, trauma-informed services across the region. The program is funded by the Ministry of Children, Community and Social Services.

The Opportunity

CFSPD is seeking an experienced and compassionate Program Supervisor to lead the HEAL program.

In this role, you will oversee the day-to-day operations of the program, provide clinical and administrative leadership, supervise staff and volunteers, and collaborate with community partners to ensure high-quality, trauma-informed service delivery.

This position reports to the Program Manager and is based in Brampton, Ontario.

Who You Are

You are a trauma-informed leader with strong clinical and supervisory experience. You are passionate about supporting individuals and families impacted by violence and are confident balancing program oversight, staff supervision, and direct client support.

You demonstrate sound judgment, collaborative leadership, and commitment to equity, inclusion, and anti-oppressive practice.

Key Responsibilities

Program Leadership & Coordination

- Oversee daily operations and ensure high-quality, client-centered program delivery
- Support the Program Manager in coordinating program implementation and delivery
- Ensure effective administration including scheduling, program logistics, resources, and evaluations
- Monitor program operations including equipment, supplies, facilitators, guest speakers, and program activities
- Review client waitlists and ensure timely placement or appropriate referrals
- Address and resolve program-related issues involving clients, staff, or volunteers
- Responding to client concerns and complaints in a professional and timely manner

Staff, Student & Volunteer Supervision

- Supervise, mentor, and support staff, students, and volunteers
- Provide coaching, feedback, and performance guidance
- Participate in recruitment, hiring, onboarding, and training processes
- Support team members through crisis consultation and conflict resolution
- Maintain clear communication and defined roles within the team

Clinical & Client Services

- Facilitate therapeutic and psychoeducational groups as needed
- Provide counselling services to clients in the HEAL program
- Offer crisis intervention and consultation for complex client situations
- Support service delivery for clients, including those mandated to attend programming
- Apply trauma-informed approaches when working with children and families impacted by violence

HEAL Network & Community Collaboration

- Liaise with community agencies and service providers to support program delivery
- Collaborate with HEAL Network partners to ensure coordinated referrals and seamless service delivery
- Co-chair HEAL Network meetings and support network initiatives
- Manage outreach funding allocations to network partners
- Develop and deliver training for HEAL Network partners
- Representing CFSPD in community partnerships, committees, and initiatives
- Participate in outreach, public speaking, conferences, and community education activities
- Support planning and delivery of outreach events to promote HEAL services

Program Development & Evaluation

- Support short- and long-term program planning
- Assist in establishing and monitoring program performance objectives
- Contribute to program evaluation and continuous quality improvement
- Assist in the development of workshop and program content
- Prepare, review, and maintain program reports and documentation

Administration & Operational Oversight

- Oversee client intake, registration processes, and management of the HEAL client database
- Maintain accurate records for clients, staff, volunteers, and program mailing lists
- Ensure accuracy of program-related promotional materials
- Support scheduling, tracking, and administrative coordination
- Ensure compliance with reporting and documentation requirements

Qualifications

Required

- Master's degree in social work, Psychology, or a related field (or equivalent combination of education and experience)
- Minimum of 2 years' supervisory experience in a social service or clinical setting
- Registration (or eligibility for registration) with a regulated health professional college (e.g., Social Work, Psychotherapy, Psychology)
- Strong knowledge of intimate partner violence, family violence dynamics, and their impact on individuals and families
- Experience working with children and families impacted by trauma
- Experience supporting clients mandated to attend services
- Strong understanding of trauma-informed care and its application in practice and supervision

Core Competencies

- Leadership and team supervision
- Excellent communication (written and verbal) and interpersonal skills
- Strong organizational and time management abilities
- Ability to manage multiple priorities in a fast-paced environment
- Commitment to anti-oppressive, anti-racist, and equity-informed practice
- Ability to build and maintain collaborative relationships with community partners
- Strong problem-solving and decision-making skills

Assets

- Experience supervising students or interns
- Experience working with justice-involved clients
- Group facilitation and program development experience
- Second language proficiency

Additional Requirements

- Commitment to working within a framework informed by Catholic social teachings, including respect, dignity, and service to all individuals
- Valid driver's license, access to a reliable vehicle, and appropriate insurance
- Satisfactory Vulnerable Sector Criminal Record Check

Why Join CFSPD?

- Make a meaningful impact supporting families affected by violence
- Work within a collaborative and community-focused environment
- Lead and contribute to a high-impact, growing program
- Opportunities for professional development and community engagement
- Comprehensive benefits package including pension, extended health, dental, and insurance
- Generous leave provisions, work-life balance, and free parking

How to Apply

Please send your resume and cover letter to: **humanresources@cfspd.com**

CFSPD is an equal opportunity employer committed to inclusive hiring practices and diversity in the workplace. We welcome applications from all qualified individuals and will provide reasonable accommodation upon request.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Note: CFSPD does not use AI tools to screen candidates.