

Ka-Na-Chi-Hih Healing Lodge

Residential Services Supervisor

SUMMARY:

Ka-Na-Chi-Hih's **Residential Services Supervisor (RSS)** is responsible for leading the day-to-day operations of the Healing Lodge, including staff supervision, scheduling, and ensuring high-quality programming. The role supports a safe and culturally grounded environment for clients and staff; while making sure the program meets all regulatory and accreditation standards. The position falls under the functional direction of the Treatment Services Manager. The RSS will work closely with the Treatment Services Manager to lead a multidisciplinary team, respond to crises, and support staff development.

DUTIES AND RESPONSIBILITIES:

- Provide overall **leadership and operational oversight** of the Thunder Bay Ka-Na-Chi-Hih Healing Lodge, ensuring a safe, supportive, and culturally grounded environment for clients and staff.
- Develop and manage **staff schedules, program calendars, and shift rotations** to optimize service coverage and meet client needs.
- **Supervise and support a multidisciplinary team**, including Wellness Workers, Housekeeping staff, and other program personnel maintaining compliance with relevant regulations, guidelines and accreditation standards.
- Provide regular **coaching and mentorship** to staff, fostering continuous learning and professional development.
- Review and assess individual staff performance annually, identifying strengths and supporting growth areas through training and development plans.
- Manage crisis situations effectively by timely communications to all stakeholders, providing support, guidance, and leadership to ensure the safety and well-being of all involved.
- **Collaborate with Human Resources** on staff recruitment, onboarding, performance management, and conflict resolution.
- Work closely with operations team to support facility maintenance, capital planning and logistical coordination.
- Provide timely **updates and reports to the Program Manager, Director of Treatment Services** and the CEO as required.
- Conduct regular audits and assessments to ensure program integrity, safety, and adherence to ethical guidelines.
- Implement quality improvement initiatives to enhance the effectiveness and efficiency of treatment services.
- Participate in the on-call rotation to provide leadership support outside of regular hours and demonstrate flexibility to work varied shifts as required.

- Perform other related duties as necessary to support the ongoing success of the organization and its mission.

ACCOUNTABILITY:

- The **Residential Services Supervisor** is under the day-to-day Supervision of the **Treatment Services Manager** with further accountability to the overall performance to the Director of Treatment Services.

QUALIFICATIONS:

Education:

- A degree/diploma or certification from a recognized university or college in addictions, social work, or related field or equivalent training.

Experience:

- **3+ years' experience in a managerial position**
- Experience in a residential care setting
- Experience in working in the field of **addictions and mental health**
- Experience working with **Indigenous peoples, communities**

Skills:

- Interact with others in a positive manner and display strong emotional intelligence
- Excellent oral and written communication skills
- Understanding of mental health, addictions, and trauma
- Technological skills with Windows, Microsoft suite (including Outlook email and calendar, Excel, Word, PowerPoint), as well as cloud-based software including SharePoint
- Ability to provide a criminal records check and Vulnerable Sectors Screen
- First Aid and CPR
- **Ability to work flexible hours**
- Fluency in a NAN dialect (Cree, Ojibway or Oji-Cree) preferred

Benefits:

- Flexible working hours, dental care, **HOOPP Pension Plan**, vision care.

Employees will be eligible for an incentive upon obtaining certification through the Indigenous Certification Board of Canada (**ICBOC**).