

Program Supervisor, Collaborative Service Delivery

Permanent, 40 hours per week

McMan Youth, Family and Community Services Association

Edmonton



McMan Youth, Family and Community Services Association, Family Intervention Services program is searching for a skilled supervisor to oversee specific operational and service delivery components related to the children, families, and staff within the Collaborative Service Delivery program.

Who we are:

McMan is a dynamic not-for-profit social service agency that provides a comprehensive range of programs and services in the Edmonton and North Region. Our talented and valued employees embody our organizational values of Commitment, Trust, Empathy, Respect and Genuineness in our daily practice. We're proud of the work we do and the individuals we support.

What you'll do:

Reporting to the Program Manager, the Program Supervisor will work collaboratively with the families, their support group, staff teams, and management to assist the families in achieving their goals.

The Program Supervisor will supervise a team of 10+ staff and oversee a caseload of 60+ families/clients, will guide daily operations and ensure that the overall care, safety, and needs of the children and families within the program are being met.

Key areas of responsibility will include:

- Oversee the day-to-day activities of the program, monitor and evaluate program effectiveness, making adjustments as needed.
- Work in collaboration with Quality Improvement to identify areas for improvement and implement changes.
- Provide performance, leadership, coaching and mentoring to employees to enhance their skills and knowledge.
- Meet with employees on a regular basis for supervision and case consultation
- Receive client referral from and collaborate with the Child and Family Services
- Partner with recruitment team to recruit new staff members to join the team.
- Plan and conduct staff meetings to discuss program updates, share best practices, and address staff concerns.
- Represent the program in community meetings and events.
- Manage records and information and prepare accurate and timely reports.

What you bring:

- A post-secondary degree/diploma in human services or a related discipline and a minimum of three years' direct experience related to working with children, youths and families.
- Two (2) years supervisory experience in a related field.
- Effective communication and problem-solving skills. Strong analytical, organizational and time management skills.
- Must have a strong commitment to work effectively as a member of a team and be able to build effective working relationships with internal and external stakeholders.

- Ability to work collaboratively in dynamic settings, and adapt seamlessly to shifting demands and priorities.
- Class 5 driver's license, road worthy vehicle, and comfort driving to various locations are required.

What's in it for you:

- A chance to work with a talented and engaged team of professionals in an organization with a great reputation that offers tremendous service in the community.
- An opportunity to work with an organization with a great culture that values and recognizes the humans that work with us and talent they bring to the table.

The Salary range for this position is \$32.85—\$36.98 per hour commensurate with education /experience. McMan offers an environment supportive of ongoing professional development, comprehensive health benefits, an employer-paid pension plan, and generous paid time off. Interested applicants should submit applications to careers.edmnorth@mcman.ca noting competition number EOP-05, no later than 4:30pm on September 22nd, 2025.

McMan Youth, Family and Community Services is committed to an equitable, diverse, and inclusive workforce. We welcome applications from all qualified candidates. We encourage First Nations, Métis, and Inuit persons; members of visible minority groups; persons with disabilities; persons of any sexual orientation or gender identity and expression; and all those who may contribute to the further diversification of ideas and the organization to apply.

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