

*Are you passionate about making a positive difference in the lives of others? By working at SFA you'll not only support individuals to live their best lives, but you will also find personal fulfillment along the way. Our commitment to being family orientated extends to our employees. We try to be as flexible and accommodating as possible so you can enjoy your life outside of work. **We put people first because we care.***

*To assist in our current human resource needs, we are seeking to recruit internally or externally **one (1) team member** who is passionate and committed about making a positive difference in the lives of people with developmental disabilities by providing a safe, caring, and inclusive environment to empower their choices, independences, and achieve life fulfillment, in the position of:*

Location Supervisor (Full-Time Status)

Reporting to the Regional Manager, the **Location Supervisor – Harrow** will oversee, manage, and supervise an assigned support service which provides individual center and community-based participation opportunities for individuals with developmental disabilities. The Location Supervisor will work 40 hours per week in a flexible work schedule to accommodate the schedule needs of the location, working on the floor for 20 hours per week and additionally as needed.

The Location Supervisor will be responsible for:

- Mentoring, training, and supervising all employees on their team
- Scheduling and payroll submission for their dedicated team
- Promote positive, pro-active environments to enable personal growth, development, and well-being among and for both people supported and employees
- Organize workflow and ensure that employees understand and are excelling in their duties or delegated tasks
- Set goals for performance and monitor employee productivity by providing continuous feedback, mentoring, and coaching in ways that comply with agency standards and vision
- Resolve employee issues by gathering and analyzing data; investigating issues; identifying solutions; recommending action; and serving as a link between subordinates and upper management
- Develop, promote, and direct creative programs that are desired by persons supported and their families
- Maintain quality of service by establishing and enforcing organizational and participant service standards; analyzing and resolving problems; identifying trends/needs; recommending improvements to upper management
- Promote, ensure, and provide personalized supports, support plans and services for persons supported
- Ensure comprehensive communications among persons supported, their families and caregivers, other support options within SFA, associated professionals, specialists and consultants and service agencies
- Assist in developing, implementing, and controlling site specific budgets and accountability systems
- Thorough and consistent completion, submission and follow up of data collection, documentation, and record maintenance to ensure all SFA, legislative and regulatory requirements are met
- Effectively interpret & ensure compliance with SFA policies and procedures, and respective government legislation and regulatory requirements (e.g., Quality Assurance Measures, OHSA, Risk Management, etc.)

- Ensure the safety, well-being, respect, independence, privacy, security of persons supported and personal property

The successful candidate will demonstrate:

- Leadership, people management, and interpersonal skills
- Experience and expertise in conflict resolution and mediation
- Creative thinking, problem solving and decision-making skills
- Excellence in collaboration and able to excel while working in a team environment
- Ability to adapt under stress and shift priorities
- Exceptional written and verbal communication skills
- Knowledge and experience using technology systems including Microsoft Office, AIMS, Sonic Enterprise etc.
- The ability to learn new software in a timely manner, as necessary
- Flexibility and willingness to work varying hours, as necessary
- Conduct themselves in a professional, respectful, and positive way at all times
- Understanding of and adherence to SFA policies, procedures, performance standards and reporting requirements

Preferred qualifications include successful completion of a two (2) year community college diploma and/or university degree in a related field. Minimum 3-5 years' experience in various support settings with proven leadership ability required. Previous experience in a supervisory capacity is considered an asset.

**Applying is simple – just email your cover letter and resume to HR@mysfa.org by
4:00pm on Friday March 13, 2026**

Attention: SFA Human Resources - Posting #26-05

SFA is committed to developing an inclusive, barrier-free recruitment process and work environment. If contacted in relation to the recruitment process, please advise Human Resources of accommodation needs to enable you to be assessed in a fair and equitable manner.

We thank you in advance for your interest. Only those candidates with the minimum qualifications will be contacted and considered for an interview.