



Responsive, compassionate services for children, youth, and families to build better and more hopeful futures.

Job Posting # 25-16 (internal/external)

Supervisor – Live in Treatment and Urgent Access Services

Full-Time | 40 hours/week

Reports to: Manager – Intensive Services

About Keystone:

Keystone Child, Youth & Family Services is a dynamic, not-for-profit organization and the designated Lead Agency for Children's Mental Health in Grey and Bruce Counties. Since 1974, we have been dedicated to supporting children, youth, and families by delivering compassionate, responsive mental health services.

At Keystone, we provide a full continuum of services, including counseling, prevention and well-being programs, short-term live-in treatment, crisis stabilization, youth justice services, and special needs programming. Our focus on coordinated access ensures that every child and youth aged 0-17 receives tailored, multi-disciplinary care to meet their unique needs.

Purpose and Scope:

We are seeking a supervisor to provide leadership to staff in Keystone's Live-In Treatment (LIT), Step-Up Step-Down (SUSD), Day Treatment, and Urgent Access programs. This role is ideal for an experienced Child and Youth Care Worker (CYC) or frontline staff ready to step into leadership.

The Supervisor is responsible for program development, staffing, training, scheduling, and operational oversight, ensuring services are delivered safely and effectively. They model Keystone's values and play a key role in fostering a culture of care aligned with our mission, vision, and strategic objectives.

Key Accountabilities:

Leadership and Supervision

- Lead, coach, and mentor staff across the program areas.
- Provide scheduled and in-the-moment supervision, including performance reviews and documentation

- Foster a collaborative team culture grounded in accountability, problem-solving, and recognition.
- Monitor team morale, provide debriefs, and address stress/fatigue. Manage staff performance.
- Ensure staff adherence to licensing standards, including policies on medication administration, safety inspections, emergency procedures, infection control, and client rights.
- In coordination with Facility Coordinator and as a member of JOHAS, oversee regular site safety checks, fire drills, and emergency preparedness activities to ensure compliance with licensing and health and safety regulations.

Staffing and Scheduling

- Recruit, train, and retain qualified staff.
- Develop and manage schedules to ensure consistent coverage across all programs.
- Backfill absences and adjust staffing in response to program priorities or urgent needs.
- Ensure compliance with licensing and health and safety requirements.

Training and Development

- Identify and coordinate staff training needs
- Ensure completion of mandatory certifications (e.g., crisis intervention, trauma-informed care).
- Support staff in applying learning to practice and promote leadership opportunities.

Clinical and Operational Guidance

- Provide consultation on complex or high-risk cases.
- Ensure client and program records are complete, accurate, and meet MCCSS documentation and retention standards.
- Oversee completion of assessments (e.g., CALOCUS-CASII, C-SSRS, HEADS-ED, CAT).
- Support admissions, transitions, and discharges with smooth coordination.

Program and Community Collaboration

- Build partnerships with schools, hospitals, and other community agencies.
- Promote cross-program coordination for youth and family transitions.
- Represent Keystone at community or system-level meetings when required.

Program Accountability and Quality Improvement

- Monitor service delivery and ensure program objectives are met.
- Lead or contribute to program reviews, audits, and licensing inspections.
- Complete serious occurrence reporting and develop risk-mitigation plans.
- Encourage reflective practice and integration of best practices.
- Participate in program budgeting and resource planning.

Requirements for the Role:

- Child and Youth Care Diploma (or equivalent three-year post-secondary education in a related field).
- Minimum 5 years' experience in child and youth mental health (leadership or supervisory experience preferred).

- Knowledge of trauma-informed practice, crisis intervention, and child/youth mental health best practices.
- Experience with staff recruitment, training, scheduling, and program coordination.
- Knowledge of licensing, Safety supervisory responsibilities, and serious occurrence reporting.
- Valid Ontario driver's license, reliable vehicle, CPR/First Aid certification.
- Proof of COVID-19 vaccination.
- CPS, DDP, trauma-informed CBT considered an asset.

Personal Attributes

- Approachable, supportive, and engaged in the daily work of the team.
- Balances empathy with accountability.
- Strong communication and problem-solving skills.
- Demonstrate and commit to Keystone Values
- Organized, adaptable, and responsive to shifting priorities.
- Committed to equity, inclusion, and culturally responsive care.
- Ability to work flexible hours, including evenings, weekends, and participation in on-call.

Why Choose Keystone:

- Join a dedicated and passionate team making a difference in youth mental health in Grey and Bruce Counties.
- Keystone is has just expanded Live-In Treatment Program from 7 to 13 beds to provide intensive, evidence-based care for high-acuity youth.
- In April 2025, we launched Step-Up Step-Down Services to support youth transitioning between community and inpatient care, offering stabilization and intensive treatment.
- Work in a trauma-informed environment prioritizing evidence-based practices like ARC, T-CBT, DDP, and Collaborative Problem Solving, collaborating with professionals dedicated to family strengthening and youth empowerment.
- If you're passionate about youth mental health, ready for an instrumental leadership role and want to be part of an innovative, compassionate organization, we want to hear from you!

What Keystone Offers:

Competitive Compensation & Benefits

Competitive salary and comprehensive benefits, vacation, health, dental and group life insurance. Participation in the Healthcare of Ontario Pension Plan (HOOPP) for robust retirement savings.

Health & Wellness Support

Prioritize your well-being with wellness programs, mental health support through our Employee Assistance Program (EAP), and workshops.

Professional Development & Growth

Access workshops, conferences, and continuing education programs. Opportunities for advancement and strategic involvement are also available as part of our leadership team.

Innovative & Collaborative Work Environment

Join a forward-thinking organization where innovation and teamwork enhance mental health outcomes for children, youth, and families.

Meaningful Impact

Contribute to high-quality, evidence-based mental health services that make a real difference in the lives of individuals, families, and communities.

Inclusive Employer Keystone Child, Youth & Family Services is an equal opportunity employer committed to fostering diversity and inclusion. We encourage applications from individuals of all backgrounds to join our team and make us better.

We are dedicated to creating an accessible organization, fully compliant with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation during the recruitment process, please let us know, and we will work to meet your needs. Disability-related accommodations are available upon request throughout the application process..

EDI Vision and Mission Every child and youth deserve equitable, culturally competent, safe, and accessible care. We are dedicated to breaking down barriers to equitable services. We actively engage with and learn from our community partners, reflecting the diversity of those we serve. Though ongoing learning and action, we champion inclusive practices across everything we do.

Additional Information:

Location: Owen Sound

Start Date: *Immediately*

Hours of Work: 40 hours per week. Flexible hours, including evenings and weekends

Salary: Commensurate with Experience

Apply in writing: Cover Letter and Resume with Job ID Number and Title in the Subject Line
Human Resources

KeyHR@keystonebrucegrey.com

Only those applicants who are qualified and meet all criteria will be granted an interview.

Date Posted: September 5, 2025

Closing Date: Open Till Filled