



Operations & Scheduling Supervisor

Compensation: \$65,000–\$75,000 annually, comprehensive health and dental benefit plan: 3-week annual vacation.

Schedule: Monday – Friday, 10am-6pm, and joining the rotational after-hours schedule. Wyndham House is a continuous operation, and therefore occasional evening and weekend work is required.

About Wyndham House

Wyndham House is an innovative community-based organization dedicated to supporting youth experiencing or at risk of homelessness in Guelph-Wellington. Through a range of housing, prevention, education and health programs, we work alongside young people to build stability, connection, and opportunity. Our approach is grounded in prevention, housing-first principles, and youth choice. We believe that strong relationships, meaningful community integration, and responsive supports are key to long-term housing stability.

Wyndham House is a continuous operation, providing services 24 hours/day and 365 days/year. All members of the team are required to work some evening and weekend hours as required. Wyndham House is in a period of growth and evolution, with a staff team approaching 100 employees. As a unionized organization, we are committed to fostering a workplace that balances strong labour relations with a positive, inclusive, and high-performing culture.

Our Mission: *With creative persistence and low-barrier, wrap-around support, Wyndham House meets youth's needs to ultimately prepare them for their own version of successful living.*

Our Values:

- *Compassion*
- *Equity*
- *Person-Centered*
- *Creative Persistence*

Job Summary

The Operations & Scheduling Supervisor is responsible for overseeing the day-to-day operational, scheduling, and administrative functions that support Wyndham House's 24-hour residential and outreach programs. This

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MAILING/ADMIN OFFICE

77 WESTMOUNT ROAD, UNIT 300
GUELPH, ON N1H 5J1

CONCURRENT YOUTH HUB

457 WOOLWICH STREET
GUELPH, ON

SUPPORTIVE HOUSING PROGRAMS

SUFFOLK STREET WEST BELLEVUE STREET
GUELPH, ON GUELPH, ON

YOUTH EMERGENCY SHELTER

18 NORWICH STREET EAST
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company/wyndham-house-inc

CRA # 11930 5217 RR0001

position ensures adequate staffing coverage, coordinates employee scheduling and onboarding, supports recruitment and staff development, manages inventory and operational budgets, and assists with the ongoing development of outreach services.

The Operations & Scheduling Supervisor works collaboratively with Program Managers and senior leadership to maintain effective staffing practices, operational efficiencies, and high-quality service delivery. The role also provides administrative support related to employee benefits, compensation processes, third-party vendors, contracts, and property maintenance projects.

Key Duties & Responsibilities

Scheduling & Staffing

- Coordinate staffing schedules for all 24-hour residential sites, ensuring appropriate coverage for all shifts.
- Manage employee scheduling, including sick calls, shift vacancies, vacation requests, and other time-off requests for salaried and full-time staff.
- Communicate with staff and Program Managers to identify staffing needs and coordinate appropriate coverage.
- Develop and coordinate outreach staff schedules and duty planning.
- Prepare and maintain schedules for the Housing Team.
- Maintain accurate and up-to-date scheduling, staffing, and operational records.
- Support recruitment activities, including scheduling interviews and participating in the recruitment and candidate selection process.
- Coordinate onboarding for new outreach employees, including orientation, training, and initial scheduling.
- Support and train new outreach team members as required.

Program & Staff Support

- Support the ongoing development, implementation, and evaluation of the outreach service model and related staff training programs.
- In consultation with Program Managers, support the coordination of staff meetings and operational meetings as required.
- Collaborate with Program Managers and leadership to identify and address staffing, scheduling, and operational challenges.
- Support compensation-related administrative processes and employee benefits administration.
- Promote consistent and effective operational practices across programs and sites.

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Operations, Purchasing & Inventory

- Oversee grocery purchasing and inventory management for all 24-hour residential sites.
- Monitor grocery and operational budgets, ensuring cost-effective purchasing and adequate inventory levels.
- Provide office and administrative support to program locations as required.
- Provide or coordinate cleaning and general operational support as needed.
- Support the introduction and coordination of new third-party vendors and service contracts.
- Assist with property maintenance projects, including reviewing project needs, coordinating with contractors or vendors, tracking progress, and communicating updates to leadership.
- Maintain appropriate records related to purchasing, inventory, vendors, contracts, and operational activities.
- Identify opportunities to improve operational efficiencies and cost effectiveness across programs.

General Responsibilities

- Collaborate with management and program staff to support efficient and high-quality service delivery.
- Respond to operational issues and assist in developing practical solutions.
- Maintain confidentiality and handle sensitive employee and organizational information appropriately.
- Perform other administrative, operational, and supervisory duties as assigned.

Qualifications & Skills

- Post-secondary diploma or degree in Business Administration, Human Resources, Social Services, Community Services, Operations Management, or a related field; or an equivalent combination of education and relevant experience.
- Minimum of 1-3 years of experience in staff scheduling, workforce coordination, operations, administration, or a related supervisory role.
- Experience coordinating schedules and staffing coverage in an environment with multiple locations, shifts, or programs.
- Experience working in social services, community outreach, healthcare, housing, residential programs, or other human-services environments is considered an asset.
- Experience with recruitment, interviewing, employee onboarding, and staff training.
- Strong organizational and time-management skills, with the ability to manage multiple priorities, deadlines, and competing operational needs.

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- Excellent communication and interpersonal skills, with the ability to communicate effectively with employees, managers, vendors, and external partners.
- Demonstrated ability to problem-solve, make sound decisions, and respond effectively to changing operational needs.
- Experience with budget management, purchasing, inventory control, and/or vendor coordination.
- Experience supporting property maintenance, facilities coordination, or contractor/vendor relationships is considered an asset.
- Proficiency with Microsoft Office, including Outlook, Word, and Excel, and the ability to learn and effectively use scheduling and organizational software.
- Strong attention to detail and accuracy in maintaining schedules, records, budgets, and other administrative documentation.
- Ability to work independently while also collaborating effectively with Program Managers, leadership, and frontline staff.
- Ability to maintain confidentiality and exercise sound judgment when handling sensitive employee and organizational information.
- Commitment to the values of equity, inclusion, harm reduction, housing stability, and person-centered service delivery.
- A valid driver's licence and access to reliable transportation is considered an asset.

Working at Wyndham House

At Wyndham House, we recognize that our people are at the heart of our impact. We are committed to creating a workplace that is supportive, inclusive, and responsive to the needs of our staff.

We encourage applications from individuals with diverse lived experiences, including those who identify as Indigenous, Black, racialized, 2SLGBTQ+, and/or have experienced housing instability.

Wyndham House is an equal opportunity employer that values diversity in the workplace. We are committed to accommodating individual needs in accordance with the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act*. If you require accommodation to participate in the hiring process, please contact renee.carpino@wyndhamhouse.org to make your needs known in advance.

Personal information collected through the recruitment process will be used solely to determine eligibility for employment. We thank all candidates in advance; however, only those being considered for an interview will be contacted.

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Interested applicants are asked to submit their resume and cover letter to renee.carpino@wyndamhouse.org by Monday August 24, 2026 at 10am.

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