

# Housing Support Manager

## Job description

This is a unique opportunity to join the management of an innovative not-for-profit, in an environment that is committed to promoting continuous learning, creativity and collaboration.

Reporting to the Executive Director, The Manager of Supportive Housing and Shelters is responsible for maintaining consistent, high-quality services and infrastructure to ensure that assigned programs work in an effective and accountable manner in the achievement of strategic and operational goals. The Manager will also work closely with, and in direct supervision of staff in the performance of all duties while mentoring direct reports with regular and ongoing formal and informal coaching and performance management.

A major leadership requirement of the position is to effectively integrate and provide services that align with the Society's values and guiding principles, particularly through the lens of our clients and community partners.

The successful applicant will have comprehensive knowledge of mental health and addictions best practices and resources, supportive housing and/or emergency shelter regulations, service delivery models and community collaboration.

We offer a range of benefits including a matching RRSP, health and dental benefits, long-term disability, employee and family assistance program, compensatory time off, paid sick time, and three weeks of vacation.

A narrow selection of the larger scope and responsibilities for this position are as follows:

- Delegate and coordinate delivery of services and operations.
- Plan and implement new processes or improvements to existing processes with view of achieving program effectiveness and consistency.
- Ensure, monitor, and evaluate program systems and administrative needs to meet daily, monthly, and annual requirements to leverage operational efficiencies across all sites.
- Improve and regularly evaluate communication quality, timeliness, and consistency.
- Implement occupational health and safety procedures and practices as they apply to regulation and agency requirements, monitor staff comprehension, participate in risk assessments and investigations.
- Oversee day-to-day financial activities of the programs.
- Work closely with Finance & ED to monitor budget forecast and reports, recommend appropriate actions regarding capital and operational expenditures within existing standards, practices, and guidelines.
- Work closely with the Finance & ED to implement operational controls related to expenditures.
- Work closely with, and in direct supervision of staff in the performance of all duties.

- Model and facilitate clear, effective, respectful, timely communication among all program staff.
- Mentor direct reports with regular and ongoing formal and informal coaching.
- Work with the Director to develop and initiate public relations materials and activities that promote services.
- Investigate and, as possible, ensure successful resolution of complaints.
- Maintain liaison with government, local community organizations, agencies, and individuals in areas of responsibility.

### **Key Skills**

- Demonstrated knowledge of principles and practices in the following areas:
  - Client/resident relations.
  - Program planning and evaluation.
  - Financial management.
  - Property management.
  - Conflict resolution.
  - Arbitrations.
  - Personnel recruitment and development.
  - Community development.
  - And contract reporting.
- Comprehensive knowledge of mental health and addictions best practices and resources; supportive housing regulations and service delivery models; and community collaboration.
- Demonstrated commitment to teamwork, collaborative practice, and lifelong learning.

### **Qualifications**

- Baccalaureate degree in related human services, administrative field, or a combination of training and experience may be considered
- More than seven (5) years' experience within a not-for-profit community social services context.
- A minimum of five (3) years progressively senior leadership experience within a multi-service complex organization.

### **Requirements**

- Complete the Ministry of Public Safety and Solicitor General Criminal Record Check.

### **Job Information**

- **Salary:** \$82,900.00
- **Work Days:** Monday – Friday with rotating on-call schedule
- **Shift Times:** 8am to 4:30pm Weekends, Evenings where necessary
- **Weekly Hours:** 40 hours per week

- **Benefits** Eligible for 100% employer paid benefits including health and dental care.

**Deadline:** August 12, 2022 at 12 noon **Start Date:** September 12, 2022

**Send Resume & Cover Letter:** Cyndi Stevens, Executive Director

Job Type: Full-time

Salary: Up to \$82,900.00 per year