

ShelterCare Manager (Operations)

House of Friendship – ShelterCare

At House of Friendship we believe in what we are doing. We get out of bed each day to make a difference in our community; to walk with and to serve. We are not happy with the status quo. We get energy from ongoing learning and growth. We lead with passion and believe without a doubt that everyone deserves to belong and thrive. We live and breathe our values of Compassion, Inclusion, Justice, Dignity and Hope. And we have fun!

Sounds pretty great doesn't it? It is!

A shelter program that is following the ShelterCare model of providing a place to stay and staff support 24/7. ShelterCare creates opportunities where individuals experiencing homelessness have access to on-site, integrated housing and health supports so they can become healthier and housed - exiting the cycle of homelessness for good. The ShelterCare Manager (Operations) will possess and utilize their passion for community-based program operations, development and evaluation. They will provide leadership for the program and team culture by providing support and oversight for achieving program outcomes, while coordinating the daily operations of the program. This position works closely alongside the Manager of People and Culture and Manager Health Integration and Partnerships to ensure strategic leadership and support for ShelterCare.

**** This is a permanent, salaried, full-time position (37.5 hours per week) with paid sick time, personal days and vacation; group health benefits and defined contribution pension plan. ****

**** Successful completion of Police Records Check (Vulnerable Sector) is required. ****

Key Responsibilities:

- Responsible for all aspects of program operation, deliverables and outcomes; including program development and review, program budget, allocation of resources, and relationships with funders, community partners, staff and people we serve
- Lead, develop and support food services coordinator and operations supervisor; provide strategic leadership to students and volunteers supporting the program
- Apply deep knowledge of the inherent risk involved in working alongside the people we serve to coach team members in mitigating risks, and supporting an environment that is physically and psychologically healthy
- Understand, implement and be accountable to program policies and procedures, including and not limited to: incident reporting, harm reduction, fire prevention, privacy/confidentiality, safe substance use on-site, restrictions and restorative practices, storage of personal belongings, etc.
- Champion organizational and program change initiatives, helping team members and people we support to understand the change and inviting feedback through appropriate channels
- Create reports and proposals to support or source funding.
- Responsible for the management financial functions, including government grants and donations

- Responsible for property management functions and working alongside property team to ensure a safe physical environment
- Represent House of Friendship at various community development and neighbourhood related meetings and community forums; bringing relevant issues and solutions to the conversation
- Take a lead role in community consultation and community leadership development initiatives
- Responsible for ensuring the program is meeting the performance outcomes and metrics of our Regional agreement
- Facilitate engagement with people we serve, utilizing surveys, start, stop, continue exercises and analyze quarterly results on the development of program outcomes
- Responsible for the 24/7 program operation including day to day operations and crisis/emergency response and participation in the on-call rotation
- Engage as a member of an interdisciplinary team to ensure healthcare & housing services are provided, evaluated and reported upon to meet the diverse needs of participants
- Strategic project management and implementation of shelter, ShelterCare and/or organization wide projects
- Strategic oversight on supporting intensive case management of people we serve accessing the shelter and ensuring tracking, documentation and progression towards a permanent housing through the HIFIS database oversight
- Strategic oversight on the strategy for engagement of the people we serve to ensure decision making transparency, feedback, and program improvement through a human centered design process
- Collaboration and teamwork across many functions to achieve success including: housing, health, finance, development, police, city/regional officials, finance, and other service providers and partners within Waterloo Region
- Ensure fiscal responsibility of program expenses through the creation and execution of a sustainable budget
- Support the program leaders with administration, creating reports and proposals to support and secure diverse funding opportunities
- Responsible for public relations/community liaison with the program and with external partners
- Engagement with local, provincial and federal associations tied to supportive housing, affordable housing, addictions, mental health and homelessness
- Schedule and consistently co-lead management meetings and program meetings, participant in cross-program meetings and organizational town halls
- Contribute to the organizational strategic planning process and provider leadership for annual planning processes within the program
- Coaching working groups, committees and initiatives that ground the team practice in harm reduction, trauma informed practice, and relationship-centred narratives of accountability for the team and people we serve

Skills & Experience:

- University degree Social Sciences, Social Work, Healthcare or other related fields is required (Masters preferred)
- At least two (2) years related experience in program management and supervisory work, ideally within a social services or healthcare environment

- Strong organizational and computer skills, ability to work under pressure and manage multiple tasks and deadlines are required
- Experience with coaching and mentoring for personal growth and development, including the ability to coach others through conflict
- Demonstrated skill in building and maintaining productive relationships (staff, community partners, funders)
- Demonstrate innovative approach to providing supports and programming in a residential setting or services for persons experiencing homelessness is required
- Passion for providing exceptional services to people experiencing trauma, mental health, addiction, poor health, poverty and/or homelessness
- Demonstrated collaborative approach that values open and honest communication, integrity, respect, consistency and fairness
- Understand behavioral complexity through a lens of curiosity and an invitation to learn and develop relationship through conflict
- Demonstrated exceptional leadership in program oversight, implementation, assessment and reporting
- Experience with evaluation, tracking and reporting on program outcomes and metrics
- Stellar problem solving to navigate change and implement evidence-based practice
- Experience using online communication platforms, such as Microsoft Teams, is an asset
- Knowledge of local community agencies and resources is an asset
- Experience in keeping financial records is an asset
- Familiar with healthcare and housing systems is an asset
- Grounded in the value of relationship-centred coaching for teams and relationship-centred healing for the people we serve and community
- Commitment to understand and uphold the mission and values of House of Friendship is expected
- Maintain connection to your personal reasons for doing this work and how your purpose connects to the mission, vision and values of the organization and program
- Experience or strong interest in working with diverse and vulnerable populations including people from various cultural backgrounds, income levels, and sensitivity to their needs
- Commitment to consistently upholding the policies and procedures for the program and organization, even when circumstances make it difficult to do so
- Exemplary emotional intelligence, resilience, communication, conflict management and problem solving skills required
- Ability to build effective teams and creating an atmosphere of belonging and collaboration that values diversity and individual strengths
- Ability to foster relationships with key partners, effectively build formal and informal relationship networks inside and outside the organization to increase opportunities for innovation and positively impact outcomes
- Strong intercultural competency, with the ability to recognize and respect cultural diversity, able to be diplomatic and sensitive to the dynamics of a culturally diverse workplace
- Experience with and commitment to using an anti-racism, anti-oppressive and trauma informed approach in consultation, program design, evaluation processes and service delivery
- Respectful, supportive and engaging approach to persons with physical and/or cognitive disabilities, addictions, mental health and other life challenges

- Excellent organizational and time management skills – attention to detail including skills in logistics, planning and objective note keeping
- Able to model effective problem solving by recognizing the human, interpersonal and technical sides of a problem, seeking additional information, developing and weighing alternatives, and choosing the more appropriate course of action given the circumstances
- Ability to provide clear direction and expectations for performance, which can involve being firm, assertive, stepping up to difficult decisions and openness to inviting/receiving feedback
- Strengths in coaching resiliency and solution-focused thinking with individuals and the team
- Supporting the team through ongoing and low impact debriefing that grounds people in why we do what we do, at times challenging personal perceptions
- Navigating team discussion and disagreement in high crisis situations and able to make decisions with confidence when there are disagreements on best next steps; while balancing a trauma informed lens with the safety of the program in mind at the same time

Compensation:

- We value our team members above all else and know that our mission can only succeed through your work
- We value the work that you do with fair pay and benefits:
 - We are a Living Wage employer as defined by the [Ontario Living Wage Network](#)
 - We use a 3.5:1 ratio meaning that the highest paid team member is not paid more than 3.5 times than the lowest paid team member
 - Time off includes 4 weeks of vacation, 3 personal days and sick credits totaling approximately 12 days per year
 - Full time benefit plan including Extended Health Care (EHC), Dental, Group Life, Accidental Death and Dismemberment (AD&D), Long Term Disability (LTD) and Health Care Spending Account
 - We believe strongly in supporting the mental health of our team members including providing access to the Employee and Family Assistance Program, \$1,000 for counselling services and our workplace Wellness and Psychological Health and Safety programs
 - We help you save for the future by providing a retirement plan that includes a matched Group Pension Plan as well as a Group RRSP and a Group Tax Free Savings Account

Rate of Pay:

At House of Friendship all compensation ranges are categorized under a series of “grades” and we base our payment structure on internal equity. When determining rate of pay, a candidate’s past related experience will be taken into consideration along with where others with similar experience are currently on the pay grid.

Note: Due to the internal composition of our pay grids, many team members with lengthy experience are between the start and mid-point of the range and therefore most new team members will be placed accordingly.

Grade: 6

Min: \$32.94

Mid: \$37.45

Max: \$41.96



Permanent, Full-time

Working Conditions:

- 37.5 hours per week, generally daytime with pre-planned evening and weekend work to support the 24/7 program operation
- On-call on a rotational basis for program leadership and direction during times of crisis
- Encountering participants at program sites who may be under the influence of alcohol or other drugs, and/or experiencing symptoms of mental illness can be expected
- This role is responsible to deescalate hostile situations involving individuals with tact and diplomacy

COVID-19 Vaccination Policy:

To maintain the safety of staff and participants, House of Friendship has implemented a COVID-19 Vaccination Policy. All Staff hired after October 19, 2021 are required to provide proof of being Fully Vaccinated against COVID-19 as a pre-condition of their employment or placement offer. If an individual is unable to be vaccinated against COVID-19, they will be required to submit written proof verifying a medical reason or by submitting a request under the Ontario Human Rights Code and agree to regular Rapid Antigen Testing at least two times per week. When documentation has been received and approved, House of Friendship will provide accommodation up to the point of undue hardship in compliance with the OHRC and may follow up to receive further information and/or documentation as required. Failure to meet these requirements will result in the immediate revocation of an offer of employment.

If you are as passionate as we are about serving the community, let's talk.

Please apply with your resume and cover letter here:

<https://house-of-friendship.hirehive.com/job/112255/sheltercare-manager-operations>

This posting will remain open until filled.