



**Support, every step of the way**

**JOB POSTING**

**Job Title:** Manager Housing and Homelessness

**Job Posting #:** 828

**Posting Date:** June 19, 2017

**Effective Date:** ASAP

**Status:** Full time, permanent, non-union

**Responsible to:** Director Housing and Homelessness

**PURPOSE:** To manage all aspects of service delivery and operations for agency housing programs. Responsibilities include program development, oversight of intensive case management and ensuring safety of all staff and clients.

**Duties:**

- 1- Manage housing program operations emphasizing a 'best practices' approach to identify improvements to access housing and support services for the chronically homeless and families in crisis.
- 2- Assign work and manage staff to maximize utilization of human resources.
- 3- Monitor program budgets in accordance with established Wesley and funder procedures;
- 4- Ensure expenditures are within approved budgeted levels.
- 5- Promote teamwork and provide direction to supervisor and front-line staff.
- 6- Provide clearly defined goals and objectives based upon program standards and key outcomes to staff.
- 7- Conduct regular supervision sessions with direct reports including leadership of the performance management process of the organization.
- 8- Motivate, coach and provide advice to staff regarding case management, clinical supports using strengths based, empowerment focused approach to ensure a client centered focus.
- 9- Actively participate in resolution of all program issues from day-to-day issues to formal disciplinary / dispute resolution processes.
- 10- Negotiate with vendors including property managers and landlords for provision of services including, but not limited to, property management; unit repair, maintenance, etc.
- 11- Prepare oral and written presentations to Wesley Leadership Team and other partners as required.
- 12- Prepare recommendations and outline recommended course of action.
- 13- Conduct program evaluations and submit process improvement recommendations to Director.
- 14- Identify trends which impact clients in relevant communities.
- 15- Investigate, develop, recommend and implement policies and procedures that enhance organizational effectiveness and create a supportive work environment.

- 16- Manage and co-ordinate the activities of the program in consultation with community partners' management staff.
- 17- Provide professional consultation to the Program Director as required.
- 18- Maintain professional competence in the discipline of program operations.
- 19- Work collaboratively with entire Wesley staff and management and in accordance with the agency's Mission, Vision and Values.
- 20- Attend regular supervision meetings and other appropriate internal and external committee meetings as assigned.
- 21- Perform other duties as assigned.

### **Qualifications**

- 1- University degree related to pertinent job functions is required. BSW preferred. Consideration may be given to candidates possessing a Social Service Worker diploma along with increased years' relevant experience.
- 2- Current registration and in good standing with Ontario College of Social Workers and Social Service Workers is required.
- 3- Project Management designation and experience in social services sector an asset.
- 4- Minimum of five years' progressive experience working in housing with vulnerable populations including the chronically homeless and families in crisis.
- 5- Extensive knowledge of addictions, family dynamics, mental health, healthy growth and developmental milestones and the complex needs of both individuals and families in crisis are required.
- 6- Demonstrated competence with fiscal management, performance measurement and evaluation pertinent to the job functions.
- 7- Progressive experience in management / supervision in a unionized public or private sector organization.
- 8- Proven organizational skills and the ability to work with very tight deadlines and competing priorities.
- 9- Demonstrated ability to challenge, lead and inspire others to excel in an environment that fosters innovative approaches to problem-resolution.
- 10- Thorough knowledge and understanding of statutes and regulations affecting the department/section such as The Ontario Works Act.
- 11- Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
- 12- Must have knowledge of SDMT (Service Delivery Model Technology).
- 13- Excellent written and verbal communication skills, facilitation skills and presentation skills, a team leader and mentor possessing highly developed negotiation and conflict resolution skills. Bi-lingual in both official languages is preferred.
- 14- Must possess thorough working knowledge of software applications including Word, Excel and PowerPoint.
- 15- Valid Driver's License and access to a vehicle is required.
- 16- Ability to work flexible hours supporting 24 / 7 programming, including on-call requirements on a rotational basis.

### **Competencies**

**Customer Service**

1. Builds constructive relationships characterized by a high level of acceptance, cooperation and mutual respect
2. Helps to create and contributes to a work environment that embraces and appreciates diversity
3. Values and respects the internal and external customers to the organization

**Accountability**

1. Takes personal responsibility for the quality and timeliness of their work, and team work
2. Believes, respects and adheres to the vision, mission and values of Wesley Urban Ministries

**Commitment**

1. Demonstrates an understanding of Wesley Urban Ministries Mission, Vision and Values through service delivery approach
2. Acts with integrity
3. Demonstrates a knowledge of the code of ethics of working in social services
4. Adapts to changing program requirements, conditions and work responsibilities

Please send resumes to: [hr@wesley.ca](mailto:hr@wesley.ca)

Wesley Urban Ministries is diverse and inclusive equal opportunity employer. We encourage applications from all qualified applicants. Only candidates selected for an interview will be contacted. No phone calls please. More information about Wesley can be found on our website at [www.wesley.ca](http://www.wesley.ca).