



INTERNAL/EXTERNAL

Position:	Program Manager, Bethlehem United Shelter
Type:	Permanent, Full time, Non-bargaining
Number of positions posted:	1
Hours of Work:	37.5 hours per week with evenings, overnights and weekends work
Supervisor:	Senior Manager and Director, 24-Hr Services
Posting Date:	March 19, 2020
Application Deadline:	April 02, 2020
Location:	1161 Caledonia Road

Fred Victor is a not-for-profit, multi-service community-based organization that has assisted people living on low incomes in Toronto for close to 120 years. We work in partnership with women and men from diverse backgrounds who face poverty, homelessness, mental health issues, addictions, and social isolation to address their needs and hopes and advocate for a more equitable society. Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion. Please see our website www.fredvictor.org.

The BUS is a 70-bed site for women, men and couples who are homeless and facing challenges such as living with severe mental health issues and dealing with substance use. Clients are allowed to have their pets while staying at the shelter. The Manager is responsible to develop and implement services in a manner consistent with the philosophy and principles of Fred Victor Centre. The manager will assist the Senior Manager with shelter operations and will be a member of the 24-HR Services Department. The manager is required to participate in organizational planning and development. This work requires a commitment and adherence to the values and goals of FV as expressed in the mandate of the organization.

Responsibilities, in co-ordination with the Senior Manager:

- Manage operational aspects of the Caledonia emergency shelter by ensuring the safe and effective operations of the site through appropriate systems, policies and staff training.
- Develop, maintain and ensure the implementation of site and funder's policies and procedures, ensuring that they are consistent with FVC, any legislation and/or Shelter Standards.
- Support staff to manage the day-to-day challenges of sheltering homeless and vulnerable people and to utilize non-judgmental, creative interventions to help residents maintain shelter and meet their individual goals.
- Develop and foster a diverse staff team, which effectively functions to meet the program goals.
- Work with the Bethlehem United Church (partner) to ensure food services delivery is implemented according to partnership agreements and Shelter Standards.
- Work with the FVC Facilities Manager to ensure the property management needs of the Caledonia shelter are adequately met and that health and safety standards are met.
- Represent the organization externally in forums related to sectoral cooperation, advocacy and partnership.
- Participate in various management meetings, organizational planning and committee work.
- Co-chair of Health and Safety Committee and ensure site inspections are taking place monthly. Respond to all health and safety Reports in a timely manner

Support for the 24-Hour Services Unit:

- Post relief vacancies, select participants, schedule interviews, complete reference checks, prepare employment letters, request police checks and prepare orientation packages
- Consult with other 24-HR services managers regarding their individual hiring needs to ensure the relief pool is sufficient to provide adequate coverage across the sites
- Complete the relief hiring process in a timely manner
- Carry out other duties as assigned by the Senior Manager and/or Unit Director.

Qualifications

- 2+ years of experience with managing teams in a residential setting
- Extensive experience with direct supervision, coaching and mentoring of staff teams in the homeless sector
- Experienced with utilizing a participatory management and collaborative decision making approach and style
- Extensive experience providing individual support for clients who are homeless, living in poverty, dealing with server mental health issues and addictions, socially isolated and who come from diverse racial, ethnic and cultural backgrounds
- Extensive knowledge of mental health issues and substance use
- Highly develop advocacy, crisis intervention and prevention, conflict resolution and negotiation skills
- Experience with monitoring budgets and creating writing reports, including program stats
- Strong written and oral communication skills
- Highly developed ability to plan and prioritize work and to adapt to a changing environment
- Knowledge of community based resources
- Highly developed organization and detail oriented skills
- Strong understanding and commitment to social justice issues, anti-racism and anti-discrimination and harm reduction practices
- Knowledge of relevant government policies and procedures
- Highly developed interpersonal skills to facilitate effective, productive and appropriate relationships with the client group, external agencies and FV staff
- Literacy in Word, Excel, Outlook, Windows, SMIS and Pirouette

Scope of Supervision

Responsible for the supervision of 5 Part-time staff and 6-10 relief staff.

Working Conditions

Workstation will be in a shared space with the site's Senior Manager. The Manager is required to be on-call regularly and may have to work outside of the regular hours. There is regular contact with residents who might be angry, upset or unwell. Exposure to unpredictable behaviours, bodily fluids and unpleasant odors. Must be comfortable being around pets.

Please submit a résumé and cover letter detailing how you meet the job requirements:

**By: Thursday April 02, 2020 by 5:00 p.m. to
Danielle Ashby: dashby@fredvictor.org**

Applicants should quote the job title in the subject line

No phone calls, faxes, or mailed resumes please.

We strive to foster a workplace that reflects the diversity of the community we serve and welcome applications from all qualified candidates; however, only those selected for an interview will be contacted.

The successful candidate will be required to provide a current police reference check prior to being hired.

Fred Victor is also committed to developing an inclusive, barrier-free selection process and work environment. If contacted, please advise the hiring manager if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.