

## INTERNAL/EXTERNAL

<b>Job Title:</b>	Program Manager, Bethlehem United Shelter
<b>Position Type:</b>	Non-Bargaining Unit, Permanent, Full-Time
<b>Number of Positions:</b>	1
<b>Salary Range:</b>	\$62,731.50 to \$69,244.50
<b>Vacation:</b>	4 weeks to start
<b>Benefits:</b>	Group benefits with Life Insurance, AD&D, Extended Health and Dental Care with premiums 100% paid by the employer, LTD with premiums 100% paid by employees; paid sick leave and float day
<b>RRSP:</b>	RRSP with 6.5% employer contribution and 4% employee contribution after successful completion of probation
<b>Hours:</b>	37.5 hours per week, with evenings, overnights, and weekends
<b>Supervisor:</b>	Senior Manager and Director, 24-Hour Services
<b>Posting Date:</b>	September 19, 2023
<b>Application Deadline:</b>	October 2, 2023
<b>Location:</b>	1161 Caledonia Road, North York, ON, M6A 2W9

### Why Fred Victor?

For over 125 years, Fred Victor has been a leader in providing place and purpose to people in need in Toronto. Our mission is to improve the health, income and housing stability of people experiencing poverty and homelessness. We are committed to ending chronic homelessness. This is an ambitious and bold goal but we believe, achievable.

The Bethlehem United Shelter (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 Program Manager, Bethlehem United Shelter is responsible for developing and implementing services in a manner consistent with the philosophy and principles of Fred Victor Centre. The Program Manager will assist the Senior Manager with shelter operations and will be a member of the 24-HR Services Department. The Program 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 or the organization.

### Does this sound like work you want to be a part of?

We offer a supportive and collaborative environment, an opportunity to join a diverse team of caring professionals and a chance to make a difference. With over 60 programs and services and more than 21 sites, there are lots of opportunities to grow your career with us. Many members of the management team started in relief and front-line roles.

### What You Will Do:

- 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 the Health and Safety Committee and ensure site inspections are taking place monthly. Respond to all health and safety reports in a timely manner.
- 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.

#### **What You Bring to the Team:**

- 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.
- 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.

#### **What Sets You Apart:**

- 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.

#### **Compensation and Benefits:**

- For the Program Manager, Bethlehem United Shelter, Fred Victor offers a salary range of \$62,731.50-\$69,244.50
- 4 weeks of vacation to start + 1 float day
- Generous paid sick leave allowance
- A comprehensive Dental, Extended Health and LTD group benefits package includes individual and family coverage, including prescriptions, hospital accommodation, hearing care, paramedical practitioners and a wide variety of dental care. Additional insurance includes vision care and travel for emergency medical services.
- 6.5 % of your gross salary will be contributed to a group RRSP on your behalf after successful completion of probation; you will contribute 4% of your gross salary to the same RRSP
- Access to employee and family assistance plan

**How You Can Apply**

Send your resume and an email describing why you want to be part of the Fred Victor Team by **October 2, 2023** to [24-HRServices@fredvictor.org](mailto:24-HRServices@fredvictor.org) with “**Program Manager, Bethlehem United Shelter**” in the subject line.

A Police Record Check is required by the final candidate prior to hiring.

All candidates offered a position with Fred Victor from September 30, 2021 onward must be fully vaccinated and provide proof of their vaccination as a condition of employment. Fred Victor will comply with its Human Rights obligations and accommodate employees who are legally entitled to accommodation.

**Accessibility & Accommodation**

Fred Victor is committed to fostering an inclusive and accessible environment where employees feel valued and respected, and where every employee has the opportunity to realize their potential. As such, we welcome and encourage applicants who identify as racialized persons, Indigenous persons, persons with disabilities, and persons across the spectrum of sexual orientation and gender identities and have lived-experience.

If you are a person with a disability and require accommodation and/or assistance during the application process, please contact us in advance. We strive to provide reasonable accommodations whenever requested. Information received relating to accommodation requests will be treated with confidentiality.