

INTERNAL/EXTERNAL

Job Title:	Senior Manager, Supported Housing & Client Services
Position Type:	Non-Bargaining Unit, Permanent, Full-Time
Number of Positions:	1
Rate:	\$69,576 to \$79,930.50
Vacation:	4 weeks to start
Benefits:	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
RRSP:	RRSP with 6.5% employer contribution and 4% employee contribution after successful completion of probation
Hours:	37.5 hours per week
Supervisor:	Director, Housing Access & Support Services (HASS)
Posting Date:	November 17, 2023
Application Deadline:	December 1, 2023
Location:	800 Bay Street, Toronto, ON

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 Senior Manager, Supported Housing & Client Services is responsible for overseeing the Birchmount Green Supported Housing and department's various subsidies and client support grants such as Home Help Fund, 1Step Up Fund and Food Security fund to assist in the delivery of the department's programs and services.

The Birchmount Green Project features 220 high quality, purpose built, affordable and supported housing suites with funding by the City of Toronto and assistance from the Canada Mortgage and Housing Corporation. Fred Victor supports parents with dependent children and singles and couples with physical disabilities referred from City of Toronto's CAHS (Coordinated Access to Housing & Supports)/PATHS (Priority Access to Housing and Supports) homelessness services including shelters, respite centres, women's drop-ins and Streets to Homes.

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:

- The Senior Manager, Supported Housing & Client Services is responsible for meeting funder and FV program quality and output expectations; and day-to-day operations, including risk management, staff support, supervision, performance improvement planning, and coaching.
- Provide weekly and supervision and presence to teams including support, feedback, and leadership with assessment, crisis management, housing retention and stabilization strategies, 4 month case plans, care coordination, and client transitions.

- Oversee and manager the Home Help Fund, 1Step Up, Food Security Fund and other similar subsidies within Fred Victor programs and services and.
- Prepare and submit funder reports in collaboration with Fred Victor's Philanthropy and Partnerships team.
- Develops and implements goals and objectives for the which reflect the mission of Fred Victor.
- Participates in consultations relating to budget development for program activities.
- Administers and monitors expenditures for various client funds in accordance with the approved budget.
- Develops, administers, and reviews policies and procedures which guide the subsidies and programs, and reflect the overall agency values.
- Supports staff with their wellness plan and Safe and Effective Use of Self.
- Assist staff with care planning for clients and engage in regular joint visits to clients to ensure sound assessments and provide support.
- Oversee all aspects of assigned property including overseeing, including tenancy management, RGI, community development, unit retention and safety.
- Oversee the development and implement a facilitative management model that reflects the principles and objectives of community development and fosters tenant involvement in housing.
- Support Director with change management, monitor and adjust program impact & sound management of HASS housing stock.
- Ensure a positive and productive relationship with tenants, landlords, Birchmount partners and Coordinated Access/PATH is maintained.
- Attend and provide leadership in various forums such as leadership meetings, team meetings, case conferences, and quality improvement meetings and sector meetings.
- Ensure that vacant units are turn-over, marketed, and rented in a timely fashion.
- Provide oversight of operational budget, including managing receivables and expenditures.
- Maintain and adhere to all relevant legislation, organizational and occupational health and safety policies and procedures, and the mission, vision, and philosophy of the agency.
- Supports Director in operationalization of FV strategic plan.
- Engage in effective change management to ensure negative impacts on operations are minimized.
- Other duties as assigned by the Director.

What You Bring to the Team:

- Master's degree in social work or equivalence field and extensive experience relevant to the primary duties of the position.
- 3 years of experience supervising staff, preferably in a unionized environment.
- Experience working with individuals who have histories of homelessness and street involvement, individuals with low incomes, and individuals experiencing issues with mental health and/or addictions.
- Experience managing and/or delivering housing follow up services.
- Considerable experience in preparing well written reports on complex evaluation projects and effectively presenting on them.
- Considerable experience managing concurrent projects utilizing excellent organizational, planning and project management skills.
- Experience in managing and working with complex hard-to-house and vulnerable populations.
- Demonstrated effective and innovative leadership, critical thinking, problem-solving, and judgment skills Knowledge and skill in program development.

What Sets You Apart:

- Ability to lead, mentor, coach and guide staff and volunteers to achieve results that are in the best interest of the agency.

- Embracing a philosophy of trauma-informed care and applying diversity, equity, and social determinants of health and inclusion principles to all areas of your work.
- Skills in program development, evaluation and research
- Ability to work independently, set priorities, be flexible, meet deadlines and allocate time and resources effectively.
- Highly developed organizational, time management and problem-solving skills
- Budget management & reporting.
- Ability to deal effectively with the public and community agencies and maintain good public relations.
- Ability to assess problem situations to identify causes, gather and process relevant information, generate possible solutions and make recommendations and/or resolve the problem.

Schedule:

- Schedule subject to change but currently anticipated as Monday to Friday 9am to 5pm
- Flexible schedule with the ability to participate in the rotational after-hours on-call manager schedule

Working Conditions:

- Work at a designated office location that may be within a residential setting.
- Travel within the city of Toronto as necessary

Compensation and Benefits:

- For the Senior Manager, Supported Housing & Client Services, Fred Victor offers a salary range of \$69,576 to \$79,930.50.
- 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 December 1, 2023, to dfarah@fredvictor.org with (Senior Manager, Supported Housing & Client Services) in the subject line.

Interviews will be scheduled on the week of December 4th.

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.