

## INTERNAL/EXTERNAL

<b>Job Title:</b>	Senior Manager, Community Services Administration
<b>Position Type:</b>	Non-Bargaining Unit, Permanent, Full-Time
<b>Number of Positions:</b>	1
<b>Rate:</b>	\$69,576.00 - \$79,930.50 annual salary
<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; Mon-Fri 9am - 5pm. Plus on-call duties as required. Some of the Community Services Programs operate early mornings and weekends and may require support.
<b>Supervisor:</b>	Director, Community Services
<b>Posting Date:</b>	January 23, 2024
<b>Application Deadline:</b>	February 9, 2024
<b>Location:</b>	145 Queen Street East, Toronto, ON, M5A 1S1

### 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 Community Services (CS) department is a multi-service, multi-site component of Fred Victor. It includes the 40 Oak Community HUB and community programs, Consumption and Treatment Services (CTS), Employment and Training Services (ETS), Drop-Ins and Warming and Cooling Centres, and Food Services, with a social purpose enterprise, catering services, and peer training initiatives. The Senior Manager, Community Services Administration is part of the Community Services team at Fred Victor.

The Senior Manager, Community Services Administration will focus on assistance with and the leadership of the day-to-day management, operations and co-ordination of the projects and programs of Fred Victor's Community Services. This position collaborates closely with department managers, and on occasion, cross-functional/organizational teams.

The Senior Manager, Community Services Administration is responsible for the full hiring and employment cycle of unionized staff (including relief staff) and other Community Services staff for the programs within the department. Further, this position will work with the CTS Senior Manager, ETS Senior Manager and Food Services Senior Manager in assisting in the compilation and interpretation of their specific programming data. All work will be done in a manner consistent with the philosophy and principles of Fred Victor.

The Senior Manager, Community Services Administration reports directly to the Director, Community Services. This position is required to participate in and support organizational and department planning and development. Additionally, this position will provide administrative support to the Fred Victor Privacy Office, alongside the Director, Community Services. This work requires a commitment and adherence to the values and goals of FV as expressed in the mandate of the organization.

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

We offer a high-energy 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:**

### Office Administration

- Develop and ensure community service office operation, and operational procedures and processes to ensure the Community Services office operation and the ongoing completion of program administration.
- Schedule, organize, and facilitate department meetings, training, and staff events.
- Prepares agenda, takes minutes and follows-up on action items.
- Organize and maintain up to date training and policy manuals.
- Maintain Community Teams awareness of Fred Victor operations, administrative policies, inventory, and procedures. Ensure efficient operations of Community Services department.
- Keeps inventory and orders harm reduction and medical supplies for Community Services, ensuring timely replenishment.
- Attends various meetings, events, and acts as the Community Services leadership representative when required.
- Provide training for and facilitate access to Shift Link, Arcori, and Pirouette accounts for Community Services staff.

### Human Resources and Financial Management

- Develop jobs descriptions, postings, and post Community Services vacancies.
- Selects candidate, schedule interviews, complete reference checks, prepare employment letters, and request police checks for Community Services and ensure the maintenance of staff recruitment information and documentation.
- Ensure the preparation of the recruitment and organizational change documents are in accordance with FV policies.
- Completes orientation, on boarding and off boarding including organizing training, getting hiring packages to new employees arranging for HR documentation and reviewing policies with new staff.
- Maintain staffing and recruitment information and documentation.
- Ensure Community Services staff learning needs are identified and met in a timely manner.
- Participate in investigations to assist Managers.
- Co-ordinate the submission of financial reimbursements, reconciliations, and supplier payments for Community Services.

### Reporting and Record Keeping

- Monitor all key reports required for funders and committees and ensure deadlines are met.
- Co-ordinate reports and administrative information and prepare documentation to meet requirements with established policies and procedures.
- Collaborate with CS Management to develop and implement database processes and procedures.
- Prepare, operate, and maintain an effective record retrieval system for Community Services.
- Gather data from Social Purpose Enterprise and transform data into insights that impact long term business decisions.
- Monitor expenses and participate in compiling data for forecasting and budgeting. Develop correspondence.

### Privacy

- Support the Privacy Office in overseeing the implementation and delivery of PHIPA (Personal Health Information Protection Act) training to HIC (Health Information Custodians) programs.
- Coordinate and manage the scheduling and tracking of PHIPA training for HIC programs to ensure compliance with privacy regulations and standards.

## Leadership and Supervision

- Ensure program and organizational needs are met by providing guidance, direction, and motivation.
- Lead by example through open communication and modeling best practices in all aspects of the programs.
- Assume responsibility for establishing positive working relationships with all personnel associated with the organization and successfully manage change.
- Work with supervisors, coordinators, managers, and staff to address specific organizational needs based on the analysis of evaluation processes.
- Identify and implement changes to practices and procedures, with a focus on increasing quality, efficiency, and adherence to best practices within the Community Services programs.
- Identify and brings forward system issues, risks, and opportunities.
- Participate in and contribute to the Senior Management Team in operationalizing the strategic plan for the organization and integration activities.

## What You Bring to the Team:

- 3+ years related administrative experience. Completion of a recognized post-secondary program, preferably the completion of a diploma or certificate in Business Administration or related field.
- 3+ years of prior related experience and working knowledge in payroll, senior administrative experience, general accounting experience.
- Demonstrated experience in providing leadership and participatory staff engagement process for advancing project and/or practice.
- Demonstrated ability to collaborate and influence positive change with various staff and service teams.
- Proven experience in recruitment, on-boarding and staff training.

## What Sets You Apart:

- Considerable leadership experience in a fast paced and complex environment.
- Excellent organizational and time management skills, including attention to detail, ability to set priorities, meet deadlines, work effectively with minimal supervision, manage conflicting priorities and work demands.
- Strong interpersonal and communication skills (written/oral) and an ability to work cooperatively with Managers and community partners.
- Proven ability to be resourceful, adaptable and possess a high degree of initiative.
- Demonstrated ability to exercise good judgement in a politically sensitive environment.
- Applied computer skills (MS word, excel, PowerPoint, Outlook, etc.).
- Project management training is considered an asset.
- Ability to support Fred Victor service values to ensure a culture that champions equity, diversity, and respectful workplaces.

## Compensation and Benefits:

- For the Senior Manager, Community Services Administration, Fred Victor offers a salary range of \$69,576.00 - \$79,930.50 per year.
- 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.

## Where You Will Work

You will work primarily in an office space at 145 Queen St. E, and will interact with staff, clients, external stakeholders, and management. You will attend meetings at multiple Fred Victor sites and community agencies. Hybrid work arrangements are possible.

**How You Can Apply**

Send your resume and an email describing why you want to be part of the Fred Victor Team to [msquibb@fredvictor.org](mailto:msquibb@fredvictor.org) with “Senior Manager, Community Services Administration” in the subject line.

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

**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.