



JOB POSTING

**Women's Services Department
Inasmuch House
Manager, Residential Programming
Full-Time, 7 Month Contract
1 Position
Salary: \$57,874.59 Annually
Posting #MS0542**

POSITION SUMMARY:

The Manager, Residential Programming will work closely with the Director, Women's Services, the Manager, Shelter Logistics, Manager, Outreach and Shelter Facilities, Safe at Home Program Manager, and the Safe at Home Manager of Shelter Logistics to provide oversight and management of the daily operation of the residential program. The Manager, Residential Programming will supervise Residential Program staff and resources keeping with the organization's mission, vision and values.

KEY RESPONSIBILITIES:

- Provide direction and management to the Residential Programming, Residential Client Advocates and Child and Youth staff members
- Participate in front-line activities as required to ensure the safe and effective daily operations of Residential Programming
- Work in collaboration with Director, Women's Services, Inasmuch House Management Team, and People, Culture and Communication Department, regarding job postings and interviewing of unionized staff members
- Support the Manager of Shelter Logistics in providing orientation, training and supervision to staff, students and volunteers in the Residential Programs at Inasmuch House in accordance with internal policies and procedures, the collective agreement, relevant legislation, and existing cross sector protocols
- Manage unionized Residential Programming staff within the terms of the Collective Agreement
- Report to the Director, Women's Services on the progress of Residential Programming by providing weekly detailed updates at management meetings, weekly one on one check in meetings, monthly reports and quarterly written reports
- Participate in on-call rotation providing consultation and support to staff on shift in a 24/7 setting; this can include submitting MCCSS Serious Occurrence reports as needed
- Complete payroll requirements for direct report(s) ensuring People, Culture and Communication Department receives all necessary documentation in a timely manner
- Participate in the planning, development and evaluation of Residential Programming in collaboration with the Director, Women's Services
- Work in collaboration with other management to implement integrated anti-oppressive, anti-racist, advocacy-oriented, person-centred and trauma-informed services
- Collaborate with other management regarding staff development, capacity building, and performance management
- Ensure keeping of systematic records, including accurate client files and relevant statistics, for all shelter programs and provide reports in consultation with the Administrative Assistant, to the Director, Women's Services
- Act as a liaison, with the Union and attend Union meetings

- Attend sector committee meetings within the VAW and women's homelessness sectors in Hamilton, as approved/determined by the Director, Women's Services, and report-back at management meetings, and in required reports
- With Director of Women's Services approval, organize and confirm trainings, public speaking engagements, or any other events requiring Residential staff attendance in consultation with Manager, Shelter Logistics
- Work safely, identify any health and safety concerns and report to management, and follow Mission Services workplace health and safety policies and procedures at all times
- Adhere to a strict confidentiality policy
- Other duties as required to ensure the continuation of service to residents

QUALIFICATIONS:

- Minimum diploma in Social Service Work or related field
- Preference for diploma in Assaulted Women and Children Counsellor and Advocate Studies, or a degree in Social Work
- Minimum two (2) years supervisory, management and/or leadership experience; three to four (3 to 4) years preferred
- Excellent understanding and knowledge of gender-based violence and barriers faced by women and their dependents experiencing abuse
- Demonstrated understanding and knowledge of the following perspectives and how to implement them into practice: intersectional feminist approach, anti-racist anti-oppressive practice, person-centred practice, trauma-informed practice
- Ability to complete risk assessments and demonstrate non-violent crisis intervention strategies
- Demonstrated skill in providing coaching, training and growth focussed performance management and supervision
- Excellent organizational, interpersonal and communication skills
- Confident decision-maker and enthusiastic team player
- Committed to upholding the organization's mission, vision and values
- Experience managing within a unionized environment an asset
- Fluency in French and/or another language other than English is an asset
- Committed to upholding the organizations Mission, Vision and Values

HOURS OF WORK:

- 37.5 hours per week
- Primarily Monday-Fridays with the possibility of working occasional evening and weekend hours depending on program needs
- Ability to participate in part of a 24-hour on-call rotation

REQUIREMENTS:

- Police Vulnerable Sector Check
- Two-Step Tuberculosis Skin Test

To apply for this position, please send your cover letter and resume as soon as possible to:

Erin Griver, Director, Women's Services

Mission Services of Hamilton

P.O. Box 368, Hamilton, ON L8L 7W2 or email to egriver@mission-services.com

(This position will Remain Open Until Filled)

To ensure that Mission Services follows a fair, consistent recruitment and selection process, candidates may be selected for interview once the posting closes as per the date noted in this posting.

At Mission Services of Hamilton, we value diversity in our employees and we work from an anti-racism/anti-oppression framework and strive for equity and inclusion.

We strive to foster an organization that reflects the diversity of the community we serve and welcome applications

from all qualified candidates. We encourage applications from individuals from underserved and underrepresented cultural and racial communities, from First Nations Inuit and Metis communities, Two-Spirit, LGBTQIA+ communities, people living with disabilities, and those with lived experience of abuse, food insecurity, homelessness, mental health difficulties and addictions.

Mission Services is also committed to developing an inclusive, barrier-free selection process and work environment. We thank all applicants, however, only those candidates selected for an interview will be contacted. If contacted, please advise us 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.