



## **JOB POSTING**

### **Men's Services**

### **Shelter Manager**

Full-Time Contract – 12 months with the possibility of extension

#### **KEY RESPONSIBILITIES:**

1. Assist Program Director to ensure effective, efficient daily operation of the program within the general policies and guidelines of Mission Services.
2. Responsible for the shelter operation. This will include all aspects of the emergency crisis shelter, including resident case management, discharge planning and needed resources.
3. Coordinate performance management of shelter staff (hiring, training, supervision and evaluation) in consultation with the Director.
4. Ensure the keeping of systematic and accurate statistics and case file records within designated program areas, and provide reports to the Director as required.
5. Manage shelter database.
6. Oversee staff case management activities.
7. Manage the ongoing review and development of programs, policies and procedures in consultation with the Director.
8. Assist in the control of purchasing and expenses, and monitoring of the approved budget in consultation with the Director. Assist with budget review process.
9. Serve as the management representative on the Joint Health & Safety Committee (JHSC).
10. Represent the program on assigned community committees, providing reports and participation in consultation with the Director.
11. Other duties as assigned by the Director as needed for successful program functioning.
12. Work safely and require safe work practices from all staff in the program; identify workplace hazards and respond as required by Mission Services health and safety policies and procedures.

#### **QUALIFICATIONS:**

1. Post-secondary diploma or degree in human or social services, or equivalent experience.
2. Minimum 3 years related experience in related management role, 4 to 6 years preferred.
3. Extensive experience working with a homeless and marginalized population.
4. Demonstrated understanding of issues relevant to shelter operation and addiction service provision; knowledge of social assistance, related issues and community resources.
5. Training in case management and business management or equivalent experience.
6. Ability to enhance and maintain the program, and build professional relationships with staff, community agencies, government and other funders.
7. Confident decision maker with excellent organizational, supervisory, and interpersonal skills. Must be an enthusiastic team builder and motivator.
8. Proficiency in Microsoft Office and other management tools.
9. Committed to uphold the organization's mission, values and standards.

#### **REQUIRED TRAINING:**

1. Basic and Hazard Specific Health & Safety Certification
2. WHMIS Training
3. Standard First Aid and CPR
4. Crisis Prevention training (CPI, UMAB, or PMAB)

*Only those selected for an interview will be contacted, no phone calls please. Please submit a résumé with cover letter by April 18<sup>th</sup>, 2018 to:*

**Mission Services of Hamilton, Inc.,**

**P.O. Box 368, Hamilton**

**ON L8L 7W2**

**or e-mail to [rdasilva@mission-services.com](mailto:rdasilva@mission-services.com)**

**Mission Services is an equal opportunity employer**

In accordance with the Accessibility for Ontarians with Disabilities Act, Mission Services is committed to accommodating individual needs of applicants with disabilities throughout the recruitment process. Please call Human Resources at 905-528-5100 Ext. 3315 or email at [ecowan@mission-services.com](mailto:ecowan@mission-services.com), if you require an accommodation to ensure your equal participation during the recruitment and selection process.

**Mission  
disabilities**

**Mission Services is committed to providing accommodations for people with disabilities. If you require an accommodation, we will work with you to meet your needs.**

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