



## **JOB DESCRIPTION**

### **Shelter Manager – Maternity Leave Extension Contract (April 19, 2021 to Sept 30, 2021) 21-35 hours per week**

Title: Acting Shelter Manager  
Reports to: Executive Director  
Approved by: Executive Director  
Date approved: March 19 2021

#### **About us:**

Naomi's Family Resource Centre provides safe, secure, confidential emergency shelter and support services to women 16 years and older with or without children who are victims of family violence in any form.

#### **POSITION SUMMARY:**

The Shelter Manager is responsible and accountable for the coordination and implementation of the 24-hour crisis line, intake, counselling, transitional support, and child & youth services at Naomi's Family Resource Centre (NFRC). This position ensures ongoing development, service delivery and evaluation within the Framework for Services to Abused Women and NFRC strategic directions.

He/She is a member of the management team and handles all aspects of staff management and administration for the direct intervention team. At times, the Shelter Manager collaborates with external groups/agencies in order to ensure effective and comprehensive service delivery and to represent NFRC in groups and coalitions that address the broad determinants of Violence Against Women.

#### **PRINCIPAL RESPONSIBILITIES AND DUTIES**

1. Financial Management and Administration
  - Develop and oversee effective administrative systems to ensure smooth program functioning;
  - Provide leadership and support to team to ensure timely and consistent data entry and to identify and address data issues and errors, including database functioning;
  - Ensure quarterly, statistical reports are submitted to Executive Director as required.
2. Human Resources Management
  - Consult with the Executive Director on significant human resources issues;

- Liaise with the Executive Director in recruitment and hiring for vacancies on team, including completing necessary approval forms, establishing selection criteria and interview questions and participating on selection committee;
  - Ensure appropriate training and support for staff, volunteers and student placement workers;
  - Ensure orientation for new Residential Program staff;
  - Chair/organize team meetings, set agendas, facilitate discussion and information flow;
  - Promote and enhance team functioning through support, coaching and conflict resolution;
  - Oversee appropriate systems for communication flow within and among the staff;
  - Approve professional development including expenditures and scheduling for staff;
  - Arrange and support college and university placement students working with the Residential Program team;
  - Support volunteers working with the Residential Program team;
  - Apply and provide policy and procedure interpretation for team members as required.
3. Program Development and Delivery
- Ensure consistent and accountable implementation of NFRC philosophy, mandate, values, beliefs, policies and procedures in the day-to-day operation of programs and services;
  - Ensure coordination, planning and delivery of NFRC residential services;
  - Prepare monthly schedule;
  - Ensure appropriate standards of care and service delivery;
  - Meet regularly with Executive Director to share information and collaborate on appropriate service delivery initiatives;
  - Inform and assist Executive Director in meeting the changing needs of the program;
  - Lead program evaluation/initiatives for Residential Program team;
  - Oversee appropriate systems for communication flow with residents.
4. Program Supervision/Consultation
- Provide regular clinical consultation/supervision to all staff on the Residential Program team;
  - Follow up on decisions made during team meetings and on action items arising from team meetings;
  - Model a client-centred service delivery philosophy;
  - Communicate regularly with and monitor the quality of work performed by employees, volunteers and students. Communicate with the Executive Director as necessary;
  - Oversee the resolution of client complaints and work with the Executive Director when appropriate to resolve complaints;
5. Organizational Management
- Assist with the overall functioning of NFRC through consultation with the Executive Director;
  - Communicate decisions to the direct intervention team/program workers and provide interpretation/support as necessary;
  - Collaborate/communicate with Executive Director on organizational issues such as service delivery, administrative supports, proposals for new services, development of policies and procedures;
  - Participate on committees, action teams and working groups as required.
6. Building services and security
- Ensure compliance with Health & Safety legislation;

- Enforce all safety and security procedures;
- Be aware of and follow emergency and fire safety procedures and standards;
- Ensure that day-to-day building concerns (e.g. concerns involving clients, air quality control, exterior property maintenance, equipment problems, etc.) are brought to the attention of management;
- Handle any emergency situation in accordance with policies and procedures.

#### 7. Perform other related duties as assigned

- All NFRC employees have some fundamental responsibilities that go beyond the confines of their occupations. These include:
- Compliance with all mandated legal/regulatory requirements related to working at NFRC (Privacy Legislation, Employment Standards Act, Occupational Health and Safety, standards of professional conduct);
- Maintaining up-to-date professional skills and knowledge through formal and informal training;

## QUALIFICATIONS

### Education and Experience

- Bachelor level degree in Social Work, a related discipline or equivalent combination of education and experience;
- Minimum of three (3) years of management experience managing a multi-disciplinary team including supervision of staff;
- Experience in Violence Against Women services, an asset;
- Commitment to community based social service delivery and feminist principles;
- Knowledge of general management principles, including financial and human resource management in a unionized environment;
- Program development and evaluation experience;
- Strong planning, decision-making, leadership and organizational skills;
- Change management skills;
- Excellent written and verbal communication skills;
- Promoter of team work;
- Proven conflict resolution skills;

### Language

- Ability to communicate in English and French – spoken and written;
- Ability to communicate in another language an asset.

### Additional:

- Must be available to work occasional evenings and weekends.
- Provide a copy of current CPR-C First Aid certificate, current CRC/VSS Clearance
- Please provide Salary Expectations in your cover letter
- NFRC is an **equal opportunity employer**. All applicants will be considered for **employment** without attention to race, colour, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.