



JOB POSTING #133

POSITION: **SITE MANAGER – NORTH SHORE HOUSING CENTRE** - this is an excluded position

SALARY: to be negotiated

PROBATIONARY PERIOD: There is a six month probationary period with the appointment conditional upon regular satisfactory reviews. If found to be unsatisfactory, employment will be terminated without notice. If the incumbent is a current employee, he/she will return to his/her former position.

HOURS AND DAYS OF WORK: Works mainly Monday to Friday day shifts, although some weekend and evening work will occur. Will also do some shift work to and schedule hours of work to overlap with as many employee shifts as possible. Work is based upon a 40 hour work week. Scheduled weekends on-call.

JOB DESCRIPTION: Reporting to the Director of Emergency Services, this position is to oversee the daily operation of the North Shore site including the Emergency and Transitional Housing Program, ensuring all clientele receive the pertinent service; that the goals and philosophy of the Society and program are met: maintaining a minimal barrier, open door policy to encourage people to come for assistance, particularly those who are disenfranchised or not accessing other services. The successful candidate will ensure each resident is supported, assessed and has a plan developed for meeting their needs, including basic service plans for when they leave. Will also provide direct service to clientele, oversee medication program and conduct file audits. Will maintain budget for program, manage purchasing, order, stock and inventory control, ensure building/grounds maintenance. Following established policies and procedures, will administer personnel policies and procedures including hours of work and work schedules, apply Collective Agreement, participate as necessary in labour relations, hire, orient and train staff, discipline or dismiss as required. Also ensures operations meet all required standards and regulations, ensures safety and security, ensures clientele's rights, investigates all complaints, maintains a variety of records necessary for the above and generally works as a member of the management team. Liaises with community, attends variety of meetings, develops good relations with business and residential neighbours. Performs other duties as required.

QUALIFICATIONS:

The successful candidate will have: Minimum two-year post secondary diploma or certificate in a related field; University degree is preferred; plus five (5) years of recent related experience working in a non-profit environment and/or social services delivery including at least two (2) years of experience managing programs and overseeing personnel, or an equivalent combination of education, training and experience. Suitable to work with disadvantaged and challenging adults, in a less structured environment. Demonstrated ability to work with minimal direction and supervision. Excellent written and verbal communication skills. Excellent organization skills. Ability to relate well to clients, staff and other professionals. Must have current Standard First Aid Training Certification. Crisis Intervention Skills Training is an asset. Must regularly pass criminal records checks. Must be bondable.

CLOSING DATE: Applications will be accepted until 17:00 hrs. **February 3, 2012** and all applications are to include a cover letter including salary expectations and resume with the Job Posting number **by email to:** info@lookoutsociety.ca or fax to: 604-255-0340 to Administration Office at 429 Alexander St. Vancouver, B.C. V6A 1C6. Only candidates selected for an interview will be contacted. **NO PHONE INQUIRIES PLEASE.**

**THIS POSITION IS OPEN TO MALE AND FEMALE APPLICANTS
AND IS DESIGNATED EXCLUDED**



Job Description

Lookout Emergency Aid Society is the safety net which provides minimal barrier housing and a range of services to destitute and low income adult men and women who have few, if any options, and who demonstrate an inability to meet their own needs.

Job Title: Site Program Manager **Classification:** Senior Level Manager

Organization Structure

Reporting to the Director of Emergency Services, this position provides senior level support to the Director and is a member of the Management Team.

Summary of Responsibilities

Key duties and responsibilities include overseeing the daily operation of the site, including the directing and oversight of the programs, ensuring all clientele receive the pertinent service; that the goals and philosophy of the Society and programs are met, maintaining a minimal barrier, open door service to adult men and women who are disenfranchised from other services. Is responsible for personnel management including hiring, training, discipline and appraisals. Is also responsible for payroll and will support personnel in their work performance. Will manage and control the finances of the programs, maintain and report out on statistics and services, ensuring all regulations including health & safety are met. The position will provide some direct service to clientele, oversee a medication and comfort program. The Manager will liaise with the neighbourhood and the service community and deal with the public, other service agencies and professionals.

Scope and Complexity

This position oversees, manages, directs and administrates the services they are responsible for. The Manager demonstrates leadership by providing timely advice, direction and guidance to others both internal and external to the Society. The Manager deals with very sensitive and confidential issues that often have significant impact on the Society and services. The Manager works independently and exercises judgement and problem solving skills to complete work. The Manager handles issues both in person and through written communication. The job has a few disagreeable factors.

Communications

Internal and External

The majority of internal communication is with the front line staff. However the Manager has direct contact with management staff throughout the Society and provides regular reports to the Directors of Emergency Services, Operations and Executive Director. External communications will primarily be through attending a variety of community/service tables and will include some presentations to the general public and government representatives. Media interviews may occur from time to time. Regular written reports for both internal purposes and public distribution are integral to this position. Communications can be sensitive and the Manager must utilize a thorough knowledge of the Society in addition to strong communication and interpersonal skills to respond effectively to inquiries or provide direction.

Duties and Responsibilities

1. To oversee, control and evaluate service programs including emergency shelter and transitional housing and related services, ensuring that the Lookout philosophy is supported and the mandate of minimal barrier, non judgmental, flexible services is met.
2. To oversee and manage the daily operation of the service programs, ensuring all clientele receive the pertinent service; that the goals and philosophy of each program are met; reviewing, updating, formulating and enforcing operating policy and procedures. Liaise with community and government agencies to coordinate and support services and programs.
3. To interview and hire qualified personnel and provide orientation in accordance with Lookout's personnel program. To evaluate employee performance and recommend/approve promotions and transfers. To maintain employee standards and morale. To define duties, assign work loads, and arrange program staff scheduling. To hold regular staff team meetings.
4. To develop policy statements and administer personnel policies and procedures.
5. To interpret and administer provisions of the Collective Agreement. To investigate grievances; attend and participate in hearings and negotiations. To discipline and/or terminate employees as required.
6. To maintain employee personnel files, including salary records, personal histories, reports and performance appraisals.
7. To maintain a variety of computerized and manual records necessary to perform payroll functions, ensuring that all records and payroll transactions are accurate and that payroll deadlines are met.

8. To develop, implement and maintain an effective, efficient Preventative Maintenance Program to meet financial and resident needs as well as governing regulations.
9. To coordinate the administration of the Service Programs, developing organizational systems to reflect the program roles. To develop necessary documentation and reporting systems to maintain accurate records and communication for the programs.
10. To develop and maintain program budget control by implementing the management policies and procedures of purchasing, ordering, stock and inventory control.
11. To prepare and analyze financial statements, cash flow estimates, and comparative expenditure statements monthly to make informed operating decisions.
12. To maintain service related financial records, including of comfort accounts, petty cash and donations.
13. To ensure that operations comply with all required Health and Safety Standards and Regulations including WHMIS.
14. To ensure clienteles' rights of privacy and confidentiality are maintained, except in the proper operation of services.
15. To investigate all complaints and accept suggestions concerning the operation of the programs and instigate appropriate action or refer recommended action to the Director of Emergency Services.
16. To conduct staff in-service and continuing education programs.
17. In conjunction with the Director of Emergency Services and Executive Director will collaboratively develop services/programs/ activities not currently offered; to work co-operatively with such services, share resources, arrange access to resources of other services.
18. To participate as a member of the management team by attending meetings and serving on committees as required; to liaise closely with other Lookout programs, ensuring co-ordination; co-operatively identifying and addressing service needs.
19. To attend approved work-related conferences and seminars to promote and maintain professional development.
20. To ensure that proper security procedures are followed in the handling and storage of medications, valuables, and of any confidential material.
21. To keep the Directors informed and to prepare a variety of reports for the Directors and a variety of agencies including government.

22. To promote public education and establish and maintain contacts with community and government agencies, donor or volunteer groups and other supporters, providing acknowledgements, reporting same to the administration offices of Lookout.
23. To participate in the development and management of a well integrated volunteer/student program providing appropriate feedback.
24. To maintain a current knowledge of and comply with all Lookout policies and procedures.
25. To perform other related duties as required.

Qualifications:

Education, Training and Experience

Post secondary education equivalent to two years of study plus five (5) years of recent related experience working in a non-profit environment including at least two (2) years of experience managing programs and overseeing personnel or an equivalent combination of education, training and experience.

Must have current Standard First Aid Training Certificate, Crisis Intervention Skills Training an asset. Must regularly pass criminal records checks. Must be bondable.

Skills and Abilities

Demonstrated knowledge/familiarity/experience with related resources such as welfare system, mental health system, addiction support organizations. Demonstrated suitability to work with disadvantaged and challenging adults in a diverse environment and maintain appropriate client/worker boundaries.

Demonstrated ability to deal with others effectively and supervise. Demonstrated ability to manage high workload with multiple priorities. Demonstrated excellent planning and organizational skills. Demonstrated good judgment skills, tact and discretion.

Demonstrated research and analysis skills to investigate and resolve issues and recommend solutions. Demonstrated ability to work independently and with minimal direction. Demonstrated ability to communicate effectively both verbally and in writing. Demonstrated ability to work during significant level of interruptions. Demonstrated physical/mental ability to perform the duties of the job. Demonstrated ability to provide work direction. Demonstrated ability to operate related equipment including good proficiency with computers.