



HURON WOMEN'S SHELTER SECOND STAGE HOUSING and COUNSELLING SERVICES

The Agency currently has an opening for the position of:

MANAGER OF PROGRAMS AND SERVICES (Permanent, Full-Time)

Reporting to the Executive Director, the Manager of Programs and Services is a member of the senior management team. This position is responsible for overseeing the delivery of Counselling Services and Residential programs in accordance with prescribed policies, procedures, guidelines, regulations and legislation. The Manager of Programs and Services will provide leadership in the development of service policies and programs and assist in the development and execution of the agency's annual, Strategic Plan. This position reports to the Executive Director, and as part of a small management team, must work collaboratively with the ED and other managers.

The Manager shall contribute to the achievement of the mission, vision, values and strategic directions of the Agency. In the absence of the Executive Director, the Manager of Programs and Services acts on behalf of the Executive Director in an "Acting Capacity".

DUTIES AND RESPONSIBILITIES:

Client Services:

- Provide leadership and direction to staff within the Counselling Services and Residential Programs to ensure the effective and efficient delivery of all Agency Programs and client services
- Ensure the provision of relevant, competent services to the women and children served by the Agency
- Monitor and evaluate all client programs and services to ensure their efficacy, safety for clients and staff
- Analyze ongoing Counselling Services and Residential Programs and recommend strategies and service improvements to the Executive Director
- Provide leadership and oversight at staff meetings and internal committees through facilitating in-house training opportunities and guest speakers in collaboration with the Executive Director
- Assist the Executive Director with the preparation of agendas for staff meetings

Human Resources:

- Motivate, guide, and coach employees to uphold the Agency's values, goals, objectives and performance expectations
- Actively contribute to a work environment that expects fairness, consistency, respect and approachability while promoting staff participation, team work and positive employee relations
- Recruit, screen, interview and recommend, the appointment of qualified staff in collaboration with the Executive Director
- Conduct annual Staff performance review and professional development planning processes
- Ensure that staff orientation, learning and development plans are in place and in accordance with policy, procedure and guidelines
- Conduct performance appraisal and provide support and direction to assist direct reports in achieving goals and objectives
- Respond to performance issues and administer corrective action including discipline and termination where necessary, in consultation with the Executive Director, and in accordance with the Agency's Human Resources policies and procedures, and current Employment Standard Act
- Monitor staff attendance, sick time, vacation time

- Facilitate regular case review with residential staff, and facilitate off site Counselling Supervision for all Counsellors.

Organizational:

- Participate in the development of service standards, policies and procedures in conjunction with the Executive Director and ensure compliance with all relevant legislation and government directions
- Participate in the development, implementation, adherence and review of operational policies and procedures
- Collaborate with the Executive Director in the planning, development, monitoring and evaluation of all Agency programs, services and initiatives
- Provide input and feedback to the Executive Director in the preparation of the annual service plan
- Represent the Agency on a variety of committees and working groups within the Agency and with collaborative community partners in consultation with the Executive Director
- Participate in rotating 24 hour on-call provision by telephone or attending on-site as needed and in collaboration with the Executive Director
- Liaise with universities and colleges to secure student placements and provide ongoing oversight and supervision of students with the residential and Counselling Services programs, as time and staff resources allow
- Ensure accurate and prompt recording of client information in the WISH database, review files with staff; provide regular reports to the Executive Director; develop training plans for staff in order to enhance client outcomes; regularly monitor data to ensure targets are met and that compliance is achieved in consultation with the Executive Director.

QUALIFICATIONS: EDUCATION, EXPERIENCE, KNOWLEDGE AND SKILLS:

Education & Experience

- Minimum 4 year Degree in Social Services (Social Work) or related field from a recognized university or college.
- Registration in a professional college or association i.e., Registered Social Worker or in process of achieving registration
- Minimum of two years progressively responsible management experience in a related position preferably within a social service environment
- Previous supervisory or management in the not-for-profit sector
- Advanced program management skills and experience
- Advanced experience with MS Office products, google apps for work, internet, office technology systems, database applications.

Knowledge & Skills:

- Advanced knowledge and understanding of women's issues, feminist philosophy, and violence against women and children
- Advanced knowledge of the Violence Against Women programs, services and systems and the management and development of same
- Exceptional mentoring, coaching and communication skills to provide instructions, supervision and guidance to direct reports on all areas of their work.
- Advanced knowledge of all relevant legislation and standards governing the Agency
- Knowledge of Human Resources best practices and strategies for employee performance.
- Advanced knowledge of case planning, client advocacy and case management.
- Knowledge of and ability to manage all aspects of VAW programs and services; including program evaluation, oversight, administration and professional development.
- Advanced knowledge of violence against women, impact of violence on children, legal proceedings after violence, and family dynamics
- Exceptional ability to write clear and concise case notes and reports in a timely manner as required.
- Exceptional verbal and written communication and interpersonal skills
- Exceptional ability to prioritize competing demands

- Advanced problem solving, judgment and decision making skills in order to deal with a variety of challenging situations
- Ability to deal with extremely sensitive and personal information in a confidential manner
- Strong commitment to one's own professional development
- Exceptional commitment to work collaboratively with all staff and managers.
- Exceptional ability to understand professional boundaries, care for oneself and a commitment to engage with supervision as required.

Qualified applicants are invited to submit an expression of interest/cover letter and resume in confidence no later than **January 12, 2018 at 5:00 p.m. to hwssearch@gmail.com** .

Internal and External Posting

The Huron Women's Shelter is an equal opportunity employer and in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), wherever appropriate, support will be provided in the recruitment process and accommodations for disabilities will be provided upon request. We thank all applicants for their interest; however, only those candidates chosen for interviews will be contacted.