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| **Job Title:** | Supportive Housing Site Manager (11 month term) |
| **Reports To:** | Director of Operations |

The Greater Victoria Coalition to End Homelessness (the Coalition) is a non-profit society committed to ending homelessness in Greater Victoria. The Coalition was formed in 2008 and consists of more than 30 stakeholder organizations, including all levels of government.

The Coalition is a backbone organization dedicated to coordinating a system-wide response to homelessness. The Coalition establishes the vision and strategy, supports coordinated activities, establishes shared measurement indicators, builds public will, advances policy, educates community, and mobilizes funding. These activities support a region-wide, coordinated response to homelessness and ensure this collective effort maintains momentum and results.

Job Purpose

Reporting to the Director of Operations, the Supportive Housing Site Manager role has been established to support the housing team in operating the Travel Lodge temporary housing site. The Supportive Housing Site Manager is accountable for the successful and efficient operation of the temporary site, including;

* Providing leadership to a dedicated team in the delivery of services and programs to tenants;
* Ensuring policies, procedures and obligations associated with ‘property management’ are implemented and adhered to;
* Contributing to achieving and advancing the well being of the people we serve, as well as the Coalitions vision, strategic goals and operational objectives.

Duties and Responsibilities

1. As a member of the Coalitions Management team, the position is accountable for:

* Creating a safe, welcoming and calming environment for the individuals working and living within the site;
* Participating in strategic planning and decision-making related to policy development, staffing and human resource management, budget process and management;
* Meeting regularly and collaborating with community stake holders and colleagues to create solutions that advance the successful, efficient and effective delivery of programs;
* Raising issues for the Directors attention that may have a broad implication such as critical incidents, community/stakeholder relations and operational issues;
* Providing recommendations and input regarding program changes, funding strategies and other issues that advance the program.

1. Leads the dedicated team by providing clear and consistent direction and promoting the team’s success through orientation, mentoring and guidance, as well as performance management:

* Inspires and engages team members through a positive leadership style;
* Promotes a culture of trust, collaboration and transparency;

1. Manages daily operations:

* Schedules staff and daily operations;
* Provides oversight and/or assists in resolving daily operational and high profile tenant issues;
* Ensures staff have up to date knowledge of pertinent policies, including safety protocols such as ECP (Exposure Control Plan), fire alarms and situations requiring emergency response;
* Prepares and submits regular financial reporting including forecasting and reconciliation;
* Maintains statistical records;
* Ensures tenant records, daily activity reports and all other documentation pertaining to the tenants are up to date, maintained and communicated to the Director and staff team;

1. Responsibilities as they relate to COVID-19:

* Provide staff and community members with information about onsite resources and health and safety protocols to minimize virus transmission;
* Maintains knowledge of laws and legislation which affect our inner city family; Mental Health, Physical Health, Ministry of Employment and Income Assistance, City bylaws, Human Rights and health orders during the COVID 19 Pandemic;
* Identify individual risks within the site and work with them and other service providers, as consent allows, to help mitigate these risks-ie recommend relocation for individuals with high vulnerability to COVID 19 virus based on identified risk factors, barriers that make site living challenging for the individual etc.,

Qualifications

Education and Experience:

* Post secondary education in a related field preferred, i.e. human services, counseling, health or education or related experience
* Minimum 2 years recent experience including one at least one year supervisory experience in the non-profit housing or a related social service field
* Experience supporting individuals with a myriad of barriers to housing stability
* Experience working with First Nations, Metis or Inuit is preferred

Skills and Abilities:

* Knowledge of: current pandemic response, social issues related to homelessness, mental illness and drug addiction is essential
* Knowledgeable of community resources
* Good interpersonal skills. Must display tact and diplomacy
* Ability to interact with people of all ages and cultural backgrounds
* Ability to problem solve and deal with conflict effectively
* Excellent written and oral communication skills to deal with a broad range of professionals
* Demonstrated ability to apply safe work procedures
* Non-Violent Crisis Intervention training and First Aid Certification
* Flexible and tolerant attitude to diverse cultures
* Ability to work independently
* Knowledge of PPE and emergency preparedness an asset
* Ability to communicate effectively with clients and co-workers both verbally and in writing
* Effective personal boundary setting skills with both clients and co-workers
* Multi-tasking skills

Working Conditions

* The sites will be staffed 7/24, evening and weekend work will be required.

Risk Assessment

The Coalition acknowledges its responsibility to safeguard the rights and safety of those it serves and those it employs.

**This role has potential health risk due to the employees’ risk of exposure to the COVID-19 virus during interactions with others if an outbreak should occur at the site, you are considered an essential service and this risk is assessed as high (during a potential outbreak).**  As such you are encouraged to monitor and work in such a way that you mitigate your exposure to health risk at all times. The Coalition will support you through training, protective equipment (PPE), hand washing and sanitizing supplies and access to information and resources to the best practice as provided to us by Vancouver Island Health Authority, the Province of BC and the Government of Canada, in order to help you to minimize the risk to your health.

Staff will also be supported and expected to remain home and self isolate, undergo virus testing as directed by the health authority, if they have been exposed to COVID-19 or show signs of COVID-19 symptoms including: a fever higher than 38 degrees Celsius, cough, sore throat, difficulty breathing. It is expected that staff will self- monitor to ensure that they avoid situation that place them at a high health and safety risk and will not be penalized for doing so.

The vulnerable nature of the people we serve dictates that we are at the highest level of Risk Assessment. All employees must submit to a criminal record check on hire, and on an ongoing basis, in order to be hired by, or to continue to work for, the Coalition.

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| Approved By (Supervisor):  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Agreed by (employee):  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date Approved:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date Approved:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |