

BLUE DOOR

Title: Senior Manager, Training and Employment

Job Status: Full Time 40 hours

Job Region: All Blue Door Locations

Equipment: Computer, telephone, fax machine, copier, calculator, Reliable Vehicle/Valid Driving License/Insurance.

Salary: \$75,000-\$83,000

Blue Door is a not-for-profit registered charitable agency governed by a volunteer Board of Directors. We have been an integral part of our community providing essential emergency shelter services since 1982. Blue Door's mission is to support people who are at risk of or experiencing homelessness to attain and retain affordable housing.

Job Summary

Reporting to the Director of Development, the Senior Manager, Training and Employment will oversee the training and client services coordinators and will be responsible for managing training delivery and day-to-day operations of the Construct program.

Construct operates as a linking Employment Social Enterprise within Blue Door that fosters a labour market attachment for individuals facing barriers around employment in York Region, Durham Region, and Peel Region. Construct provides hands-on and soft skills training, supportive employment opportunities, case management, wrap-around support, while assisting participants to gain employment in the construction trades.

The incumbent will be responsible for tracking and maintaining outcomes related to program participants, identifying, and securing resources and support for participants and fostering new relationships and partnerships. The applicant must be willing to address issues directly and actively seek ways to support staff as well as program participants. The incumbent must be a team player – participating and leading team meetings, providing new ideas on how to enhance and improve the program, as well as being flexible in completing various tasks as needed with a consistency and within the values, goals, and mission of Blue Door.

Responsibilities

- Provide leadership through establishing and maintaining effective working relationships with all stakeholders of the organization including program participants.
- Assist in the recruitment of program candidates and ensure an effective orientation with each cohort.
- Manage, assist, and develop in the delivery of resources and support for program participants.
- Oversee all aspects of the social components of the program including providing guidance to support staff.
- Support staff in developing a training schedule that both provides value to program participants while ensuring staff are well-supported and not overworked.

- Work closely with support staff to further develop the digital training portal to provide greater value to participants.
- Coordinate with Director Team and support staff to ensure participants are well supported throughout the program and beyond.
- Coordinate with program partners to secure employment opportunities for participants.
- Develop new employment streams for program graduates and create a roster of contractors and unionized opportunities.
- Directly connect individuals to employment opportunities and resources to ensure their sustainable success beyond the scope of our program.
- Engage past program graduates to maintain a sense of community within the Construct Program.
- Work closely alongside the on-site staff to address any underlying issues including conflict resolution and culture.
- Respond, assess, and remedy any conflicts that arise amongst participants.
- Be the social arm of the program, helping in mental health support, daily check-ins, coaching, and assisting in ensuring the health and safety of every individual in the program.
- Work with support staff in connecting participants with existing community support and services as needed.
- Leverage our CRM platform to ensure we are maintaining a detailed log of all interactions, attendance tracking, completing performance reviews, and expectation setting.
- Assist in the completion of all funding agreements, including all reporting requirements.
- Ensure the master tracker is up-to-date and accurate.
- Work with on-site staff to ensure KPIs highlighted in agreements are being effectively met.
- Develop and implement opportunities and strategies to foster teamwork, comradery, and growth.
- Other duties as assigned.

Respect and Professionalism

- Maintain professionalism in the workplace.
- Working cooperatively alongside and supporting all Blue Door team members and departments.
- Adherence to the mission, vision, policies and procedures of the agency.
- Able and willing to promote harm reduction practices in accordance with core standards.
- Attend internal staff meetings and staff training as required.
- Maintain the confidentiality of all client and agency information.
- Utilizes effective conflict resolution skills in accordance with (Crisis Prevention Intervention (CPI) training.
- Fosters positive and appropriate relationships with clients, colleagues, community partners and volunteers.
- Provides referrals and follow-up as necessary.
- Meets with manager on a regular basis and participates in completion of annual performance evaluation.

Occupational Health & Safety

- All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others.

- All employees shall learn and understand health and safety policies and procedures and will comply with them.

Qualifications

- Minimum Bachelor of Social Work Degree or equivalent combination of Bachelor level education and experience.
- Minimum of three years' work experience in a social service field.
- Knowledge of community resources available in GTA.
- Skilled in providing leadership and direction to individuals and teams.
- Ability to work independently and within a multi-disciplinary team.
- Excellent verbal and written communication skills.
- Strong ability to problem solves in conflict and/or crisis situations.
- Knowledge, understanding and promotion of anti-oppressive practices.
- Experience working with vulnerable populations.
- Excellent organizational and time management skills.
- Demonstrated computer literacy including Microsoft Office.
- CPR and First Aid Certified. Crisis prevention training would be an asset.
- Clear Vulnerable Sector Screening police check required.
- Valid Driver's license, reliable vehicle, and insurance to travel for work.

Blue Door is committed to the development of a staff and leadership team that reflects the incredible diversity of the communities we serve. We promote the principles of intersectional anti-racism and anti-oppression and adhere to the tenets of the Ontario Human Rights Code. We both welcome and encourage applications from members of groups with historical and/or current barriers to access and equity, including Indigenous, Black and racialized people, members of 2SLGBTQIA+ communities, people with disabilities, and people with lived experience of homelessness. Blue Door is a unionized work environment.

In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and Blue Doors AODA Policy, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

Only candidates selected for an interview will be contacted.