

BLUE DOOR

Title: Program Manager, Emergency Programs

Location: All Blue Door Sites

Hours of Work: Days/Evenings

Status: 40 hours, full time

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 Doors 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, Programs – Emergency Housing and Supports, the Program Manager is responsible for the supervision of staff, students and volunteers of Blue Door. In conjunction with the Director, Programs – Emergency Housing and Supports, the Program Manager will ensure that goals of the program are consistent with the agency's philosophy, are client-centered, are understood by all persons working in the program, and are consistent with the intent of the program. The incumbent will ensure that the agency's goals and policies are met and adhered to. The Program Manager will participate in the agency's planning process and represent the Agency at various committees and forums in the community.

Qualifications:

- Minimum Bachelor of Social Work Degree or equivalent combination of Bachelor level education and experience.
- Experience in an organized labour environment.
- Excellent coaching, team building and conflict resolution skills.
- Excellent oral and written communication skills.
- Experience in database management.
- Experience of working within a harm reduction philosophy.
- Ability to deal with extremely confidential and sensitive information.
- Understanding and promotion of anti-oppressive practices.
- Solid computer skills (including Microsoft Office).
- Clear and valid Vulnerable Sector Screening (VSS) Report
- Reliable vehicle, valid driving license and insurance.

Responsibilities:

- Participate in the hiring of staff.
- Support and facilitate the onboarding of new hires through orientation.
- Supervise staff, students and volunteers of the program to ensure the mandate of the program is carried out and is consistent with the goals of the Agency.
- Ensure all staff, students and volunteers adhere to all Agency policies and procedures.
- Conduct staff performance reviews and provide regular supervision during all shifts as required and maintain appropriate documentation.

- Ensure adherence to the collective agreement.
- Coach and mentor staff, including team building.
- Facilitate staff meetings to accommodate all shifts.
- Ensure appropriate staff intervention and resolution of conflict situations.
- Handle crises in accordance with specified policies and procedures and provide follow up and support to team as needed.
- Liaise with community resources as appropriate for the program.
- In absence of staff, undertake all front-line staff duties including direct service work with clients.
- Participate in ongoing review and evaluation of the program by making suggestions for change and accommodations based on program and client needs.
- Share On-Call responsibility.
- Oversee direct program expenditures; participate in Agency strategic planning and budgeting processes.
- Ensure all program records and appropriate client documentation is maintained.
- Oversee collection and compilation of program statistics and data. Prepare regular reports as required.
- Analyze, review and report on program outcomes and trends.
- Prepare and management monthly staff schedule.
- Organize and prepare scheduling for training and other opportunities.
- Ensure staff effectively collaborates with other programs and support service staff.
- Liaise with Support Services Manager regarding any physical facilities issues
- All 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.

All employees shall learn and understand health and safety policies and procedures and will comply with them. In keeping with our ongoing efforts to promote equity and reflect the diversity of York Region, we encourage applications from Aboriginal peoples, persons with disabilities, LGBT, members of visible minorities and women.

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.

All applications will be reviewed as received, and interviews will begin for qualified candidates as soon as possible. The position may be filled before this job posting ends. Only candidates selected for an interview will be contacted. Please submit a cover letter and resume at hr@bluedoor.ca