

BLUE DOOR

Title: Support Services Manager

Job Status: Full Time 40 hours

Job Region: All Blue Door Locations

Equipment: Computer, Reliable Vehicle/Valid Driving License/Insurance.

Salary: \$65,000

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, Programs- Emergency Housing and Supports, the Support Services Manager directs, coordinates and delivers support services required for effective program delivery and facilities management. This includes food services, cleaning services, building/property maintenance, security maintenance, fire code compliance, supplies purchasing and inventory control. The incumbent will ensure that the agency's goals, policies and procedures are met and adhered to. This is a very involved and "hand's on" role.

Responsibilities

- Plan and implement all services and their activities in accordance with the mission, values and strategic direction of the organization.
- Oversee and implement appropriate menu plans for each program in accordance with contractual obligations, health and safety standards and the Canada Food Guide.
- Plan and implement purchasing and inventory control mechanisms.
- Oversee Emergency Housing facility repairs and maintenance.
- Plan and maintain cleaning procedures in all programs according to Public Health and Blue Door guidelines
- Maintain current waste management program.
- Maintain safe and healthy workplace environments.
- Ensure support services activities comply with all relevant legislation, professional standards, funding contracts, and health and safety standards.
- Oversee appropriate recording, collection and maintenance of information and/or files for support services.
- Ensure copies of manuals and warranties are current and available.
- Maintain budgets for Support Services and submit necessary expenditures.
- Recommend new or replacement purchasing.
- Manage food related donations.
- Participate on committees or at events as requested.
- Participate as a Management member of the Joint Health and Safety Committee

- Be responsible for site inspections, relating to Health and Safety.
- Will liaise with director for larger facilities projects.
- Oversee regular maintenance of work vehicle.
- In coordination with the Office Manager, check in with volunteers and support/oversee volunteer days.
- Supervise support service staff; perform duties of support services staff as required.
- Create and co-ordinate scheduling and task lists for support staff to effectively meet agency needs.
- Co-ordinate the delivery of support services throughout Emergency and Seasonal Programs to increase effectiveness and efficiency.
- Support and facilitate the onboarding of new hires through orientation.
- Ensure adherence to the collective agreement.
- Shared On-Call responsibility.
- Approve and submit all invoices for purchases to finance department.
- 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.

Qualifications

- University degree or college diploma in a related discipline or appropriate combination of education and experience.
- Supervisory experience in an organized labour environment.

- Three years minimum experience in facilities management, and superior knowledge of Health and Safety Regulations.
- Excellent coaching, team building and conflict resolution skills.
- Solid computer skills, (including Microsoft Office).
- Excellent oral and written communication skills.
- WHIMIS Training/CPR/CPI.
- Understanding and promotion of anti-oppressive practices.
- Clear and valid Vulnerable Sector Screening (VSS) Report.
- Reliable vehicle, valid driving license and insurance

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.

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 to hr@bluedoor.ca