

Position Description

CROSSROADS SHELTER MANAGER

EMPLOYEE GROUP: Management

PROGRAM: Crossroads Shelter

INCUMBENT: 1

REPORTS TO: Director of Client Services

DIRECT REPORTS: Shelter Support Workers (12; Relief Shelter Support Workers (~10); Kitchen Assistant (1); Student Placements (~1)

INDIRECT REPORTS: Outside Agency staff working in shelter (3)

LAST REVISION DATE: March, 2018

PURPOSE STATEMENT

Reporting to the Director of Services, the Crossroads Shelter Manager is responsible for overseeing the day to day operations of all activities of the Crossroads Shelter that ensure safety and support for women and their children who are leaving an abusive situation in accordance with YWCA values, policies, procedure and guidelines, and prescribed legislation, regulations and standards. Service delivery is rooted in feminist, trauma-informed and anti-oppression frameworks, with harm-reduction and kindness at the centre of our work. Service activities include crisis telephone line & external counseling sessions; intakes, safety planning, discharges, emotional support and referrals, & goal planning for women entering /staying/leaving shelter; CAS mandated activities; co-ordination of room assignment to maximize bed availability; provision of food services within public health requirements; and ensuring property, housekeeping & equipment concerns and deficits are reported and remedied in a timely fashion by the Property Manager. Crossroads shelter and the Crisis Telephone line operate 24 hours a day, 365 days a year.

Main Duties and Responsibilities

Program and Service Planning and Development

- Formulates short and long range plans and programs for a wide range of shelter services, telephone crisis support and external counseling for abused women and their children
- Ensures compliance with existing and new requirements and standards of ministry regulations
- As a member of the program and management team, participates in the development and successful implementation of policy/programs and the Strategic, Annual, Agency Plan; ensures all plans, programs, policies and procedures are implemented in accordance with relevant legislation and YWCA policy and procedures
- Leads or attends meetings to review the plans, set direction, allocate resources, delegate tasks, and to ensure appropriate service co-ordination.

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Program and Delivery and Oversight

- Advises, monitors, mentors and supervises workers in all aspects of planning, organizing and delivering programs and services
- Oversees all scheduling of workers ensuring adequate day-to-day coverage for the provision of necessary services and problem-solves scheduling issues as they arise
- Manages the wait-list for shelter, if one is required
- Provides case management for all active files includes reviewing files and ensures that staff complete documentation, work done, safety plans, goals, assessments of programs for resident women and their children [where appropriate]
- Provides occasional crisis and support counseling in person or by telephone to women who have been abused, if required due to volume or absence of front-line staff
- Responsible for approving an eviction from shelter for cause, co-plans eviction with staff and ensures woman has supports and place to go. Manages CAS child apprehension events.
- Participates directly in unusual, contentious or problematic situations consulting with the Director for direction as necessary
- Implements and participates in quality improvement processes and activities
- Ensures that Crossroads Shelter/YWCA roles and processes are clearly articulated to the team and that goals and standards are known and are being utilized
- Implements recommendations and action plans emanating from internal and external reviews and audits as directed by Director
- Provides input into possible improvements to programs and services
- Responds to client complaints and documents steps taken and conducts or assists in reviews as required, and makes report findings and recommendations to the Director
- Directs the effective use of volunteers and placement students, ensuring appropriate individuals are selected; reviews volunteer activities
- Maintains comprehensive records, statistics and data for regular and ad hoc analysis; provides regular written reports to the Director and to funders or to others as required. Ensures the integrity of the data recorded in WISH.

Supervision of Human Resources

- Provides supervision to all team members and manages in a manner that motivates, guides and directs employees to the realization of YWCA values, objectives and performance expectations; maintains a work environment that ensures fairness, consistency, respect and approachability while promoting staff participation, team work and positive employee relations
- Oversees staff orientation & training, learning and development plans and ensures accordance to YWCA policies, procedures and guidelines
- Manages recruitment, performance evaluation, coaching, and discipline where necessary, ensuring accordance to Human Resources Policies and within the

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context of the collective agreement

- Manages the effective and efficient distribution and utilization of team staff members based on the established productivity levels, program goals and guidelines that ensure continuity in the provision of necessary services and sufficient staff coverage
- Leads regular team meetings to set goals and monitor team performance, arranges in-service training and information sessions, well-being activities, and engages the team in successful accomplishment of goals
- Holds people accountable to standards of performance including conducting annual performance appraisals that support staff in establishing and attaining performance goals
- Manages attendance according to policy
- Creates tools to manage HR responsibilities – eg Interview questions, develop core competencies, develop training check lists, assemble training resources, performance improvement plans, evaluation, performance

Health and Safety

- Oversees compliance with the Occupational Health and Safety Act (OHSA) for self and all indirect and direct reports by ensuring, or delegating to a subordinate to ensure, that workers comply by: a) working in the manner and with the protective devices, measures and procedures required by the OHSA Act and the regulations; and b) using or wearing the equipment, protective devices or clothing that the worker's Employer requires to be used or worn c) ensuring that only authorized, adequately trained works operate equipment
- Ensures that all protective devices are provided and maintained in good condition
- Ensures health and safety policies and procedures are communicated to employees during their orientation
- Corrects unsafe acts and unsafe conditions
- Ensures that every reasonable precaution is taken for the protection of the worker, and undertakes the following: a) advises a worker of the existence of any potential or actual danger to the health and safety of the worker of which the Manager is aware; and b) where prescribed, provides a worker with written instructions as to the measures and procedures to be taken for protection of the worker
- Undertakes workplace inspections, conducts information sessions (safety talks, staff meetings), conducts incident investigations, conducts employee training, corrects substandard acts or conditions, commends employee health and safety performance, performs employee safety observations, reports accidents/incidents immediately, and performs any other activity to ensure compliance with the OHSA
- Eliminates any hazards in own work area
- Researches, writes and trains staff on H&S procedures, such as: infection control, protective equipment, sharps, garbage handling etc.

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Leadership

- Exemplifies and inspires behaviours, actions and attitudes that are consistent with YWCA's vision, mission, values and code of ethics
- Provides leadership for the operational success of the Crossroads Shelter team
- Promotes integration of activities across portfolios and monitors achievement of objectives
- Provides advice on Crossroads Shelter program issues and challenges to both senior management and YWCA employees
- Articulates and constantly monitors key metrics of the team to assess their efficiency and effectiveness to ensure the highest level of service is being provided
- Leads the team through periods of change
- Reviews, assesses and/or has input into policy and programs that best meet the needs of the team and services provided to women and children
- Provides leadership to designated work groups, programs and/or committees as required
- Represents the YWCA in the community and on community committees, demonstrating political acuity to ensure successful representation;

Relationship Management

- Establishes and maintains effective relationships with internal and external partners including YWCA staff, funders, volunteers, numerous community and professional agencies and institutions and other shelters/YWCAs
- Represents and advocates for the YWCA in the community and on community committees, demonstrating political acuity to ensure successful representation; employs consensus building skills to ensure the most beneficial, collaborative outcomes
- Collaborates with stakeholders in the implementation of Crossroads Shelter plans and programs
- Develops and maintains collaborative relationships at all levels of the organization to ensure the most effective services are provided
- Demonstrates excellent crisis intervention and crisis management skills
- Ensures ethnic, spiritual, linguistic, familial and cultural differences are respected

Other Related Activities

- Monitors and approves selected expenditures and contributes to cost containment in areas of authority and responsibility; has input into budget development for the Crossroads Shelter
- Ensures own and program/staff expenditures adhere to YWCA policies
- Monitors financial and property requirements for the shelter
- Prepares various statistical and other reports

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- Strives to meet or exceed all accountabilities and achieve continuous quality improvement and excellence in all activities and outcomes
- Participates in mandatory learning/education to maintain and update skills and knowledge whenever deemed necessary
- Identifies one's own professional development needs to management in order that one's own performance will be maximized
- Implements new procedures and controls deemed necessary by management
- Assists in the training and orientation of peers
- Participates on internal and/or external committees as required
- Leads, facilitates and participates in special projects and performs other duties as required

Knowledge, Education, Experience, Skills and Attributes

Qualifications

- 4 year Post-secondary degree in women's studies or social services or related field
- Minimum 5 years progressively responsible experience and at least 3 years management/supervisory experience, preferably in a shelter setting
- Expertise in working from a solution-focused approach for program design and delivery and when working with staff in mentoring and coaching for success, as well as in program evaluation.
- Expertise in conflict transformation / resolution.
- Excellent knowledge and understanding of violence against women and children living in both urban and rural areas
- Excellent knowledge of shelter programs and services and the management and development of same
- Excellent knowledge of legislation and funder's standards governing shelters
- Excellent knowledge of YWCA business strategies, goals, priorities and programs, and related objectives and plans
- Excellent supervisory skills in a unionized environment including mentoring, motivation, coaching and communication skills to provide instructions and guidance to staff within the context of a collective agreement
- Excellent ability to work with diverse communities, including public official and community leaders
- Strong financial skills to work within and plan shelter budgets/financial resources
- High level of commitment to anti-oppression work
- A satisfactory Criminal Reference Check with Vulnerable Sector Screening
- Valid Driver's License and access to a reliable motor vehicle with appropriate business class liability insurance may be required
- Valid food handler's permit, per Public Health regulations
- Expertise in infection control in a residential/medical setting.

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General Skills and Attributes

- Solid ability to use MS Office applications (e.g. Word, Excel, Outlook, PowerPoint, etc.) and WISH - client information system
- Ability to use, train and trouble-shoot on all other shelter equipment – eg security cameras, telephone, shelter systems, fire systems etc.
- Excellent ability to make decisions of sound judgment, often in crisis or emergency situations and to manage the crisis situation appropriately
- Demonstrated critical thinking
- Excellent ability to think analytically with attention to detail in the presence of frequent interruptions
- Excellent planning, time-management, multi-tasking and organizational skills
- Excellent written and oral communication and interpersonal skills providing articulate, constructive, meaningful and timely interaction at all levels with the ability to make complex issues understandable
- Excellent dispute resolution and crisis management skills
- Excellent change management skills to achieve objectives
- Advanced understanding and commitment to quality service and best practice
- Continuous learner and researcher keeping up-to-date with best practices and new initiatives & research in the field, integrate new learning & research into shelter processes and practices.
- Highly detail-oriented
- Ability to deal with highly sensitive and personal information in a confidential manner
- Acts with integrity, trustworthiness, humility, transparency and compassion
- Excellent ability to work within and meet tight timelines

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Efforts and Working Conditions

- Work is primarily performed at a desk in an office situated within a shelter setting. Office is open to residents. Work can take place in all settings in shelter – laundry, basement shelter and public rooms, mechanical room, donation room, all office spaces and counseling rooms, public areas, kitchen, living and dining rooms, prep kitchen, bedrooms, washrooms, storage rooms, and outside areas.
- Intermediate periods of sitting and computer/phone use
- The incumbent has the freedom to move about or change position at will
- Multi-tasks within a fast-paced, high-volume and demanding environment
- Occasional periods of data analysis and proofing of records required
- Absorbs and interprets information from multiple parties on a regular basis
- Required to listen to and reconcile multiple points of view being discussed/presented
- Frequent interruptions often dealing with critical issues
- May be exposed to potentially hazardous environments including infectious diseases, child illnesses, lice, scabies, noises, bodily wastes, fluids and smells, chemical/cleaning substances; fragrances
- Occasional lifting of children or heavy objects is required
- Occasional travel is required
- Occasional requirement to work evening and/or weekend hours
- Provides on-call support evenings and weekends