



Housing and Homeless Services

ST.STEPHEN'S COMMUNITY HOUSE
INTERNAL/EXTERNAL JOB POSTING **TNG 2021 - 22**

Housing and Homeless Services promotes the health and well-being of individuals living with substance use and mental health issues, by challenging stigma, advocating for change and providing responsive community programming.

POSITION TITLE: Manager, Community Initiatives	STATUS: Full time, Permanent, 35 hrs/week
DEPARTMENT: Housing and Homeless Services	LOCATION: 258/260 Augusta Avenue
REPORTS TO: Director, Housing and Homeless Services	Salary: Band C
POSTING DATE: February 19, 2021	CLOSING DATE: March 5, 2021

POSITION SUMMARY:

The Manager of Community Initiatives will continue to address the growth of our program and the expansion of our services for peers in a dynamic direction. The successful candidate will be responsible for the effective operation of the Peer Leadership Centre including the Employment Programs, the Peer Training and Development Program, any and all new funded peer projects and the HIV Prevention Program. The Manager supervises all staff within the programs, including the Peer Training and Development Coordinator. The Manager is responsible for planning, administering, and evaluating the programs, including staff management in a unionized workplace, proposal writing, property management, grants preparation, statistics and record-keeping. The manager works closely with the Director on partnership relations and service networks.

A. ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Supervision of one Coordinator and up to 7 staff. Ensure adequate performance management, supervision, training and evaluation is completed for all staff in a timely fashion. Consult with HR as necessary.
2. Provide support and intervention to indirect reports (45 + peers) when necessary. Organize restorative justice circles when needed.
3. Oversee policies, procedures and service practices to ensure the smooth daily operation of the Peer Training and Development centre. Foster a team approach to service provision. Ensure our policies and practices confirm to relevant legislation and funding agreements.
4. Prepare program funding reports and assist in the preparation of program funding applications and charters, and annual budgets. Monitor program expenditures, and ensure that accurate, timely program records, statistics and reports are maintained and reported to funders. Ensure the operation and use of appropriate government-required computerized management information systems.
5. Identify needs of participants and service gaps for the purposes of program evaluation and development, and respond by developing and implementing services to address service gaps and client identified needs. Responsible for program evaluation and service planning for the program and routine reporting to the Board of Directors and Program Committee

6. Ensure meaningful client and community participation in the development of programs and services.
7. Maintain a good knowledge of community services and emerging needs of the population served by the program. Coordinate on-going professional development for program staff in areas of homelessness, employment, peer work, addictions, harm reduction, mental health, concurrent disorders, crisis intervention and other relevant topics.
8. Develop, implement and evaluate a staff resiliency plan that addresses issues related to grief, loss, vicarious trauma and “burn-out”. Consult with HR.
9. Primary support for all research project at UHHS. Participate in research networks, organize peer involvement and scheduling, and support the provision of necessary data for REBs. Ensure successful rollout of research activities in collaboration with our community partners. Gather and transfer data to appropriate location if when needed.
10. Deliver ‘How To Supervise Peers’ training to all departments at SSCH on an on-going basis. Engage in developing other trainings to further support peer program integration at SSCH.
11. Engage with social enterprising models to further develop The Peer Training and Development education modules for external agencies looking to develop peer models.
12. Actively network with related community and health programs. Continue to build additional partnerships associated with the provision of peer training, employment, and community development and client engagement initiatives. Serve on external networks and committees as needed or assigned.
13. Cooperate with the Manager of Operations and the Health & Safety Representatives to ensure a safe and welcoming property. Report and respond to property issues in a timely fashion to avoid service disruption.
14. Cooperate with the Manager of Development to ensure donor relations and private sector resource development is supported and achieved.
15. Act as a resource person for St. Stephen’s programs on peer work and employment services for individuals with a history of homelessness and as a speaker and spokesperson for the Peer Training and Development centre.

B. ORGANIZATIONAL RESPONSIBILITIES:

1. Prepare for and actively participate in supervision meetings with the Director of Urban Health and Homelessness Services, including the establishment and evaluation of an annual workplan.
2. Attend and participate in Management Team meetings and other St. Stephen’s activities as assigned.
3. Adhere to all House policies and procedures and ensure confidentiality is maintained on all client, human resources and agency matters.
4. Participate in compliance with health and safety regulations and instructions.
5. Adhere to the Code of Conduct and confidentiality policies.

C. QUALIFICATIONS:

- B.S.W./B.A. in a relevant field and 1-3 yrs experience in a non-profit setting, or combined equivalent of education and experience
- Progressively responsible work history including all aspects of supervision of full time staff including coaching, mentoring, performance management, training, orienting new staff and health/safety. Prefer experience in unionized workplace.
- Recent demonstrated knowledge of the areas of addictions and mental health.
- Demonstrated experience working with peer workers and developing peer based programs and services
- Recent experience in program development, implementation and evaluation.
- Strong written and verbal communication skills. Superior skills in office computing and health-related MIS database systems.
- Certification in Crisis Prevention and Intervention or willing to be trained
- Ability to work in a dynamic community-based setting with marginalized populations.

Interested applicants are asked to submit a Resume and Cover Letter in one document to:

Director, Urban Health and Homelessness Services
St. Stephen's Community House
260 Augusta Avenue
Toronto, M5T 2L9

Or E-mail: lorie.steer@tngcs.org

Please indicate “Manager, Community Initiatives**” in the subject line*

The Neighbourhood Group is dedicated to achieving a workforce that is reflective of the communities we serve.

The Neighbourhood Group is committed to diversity, equity and accessibility in accommodating applicants with disabilities throughout the hiring process, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). The Human Resources Generalist will make every reasonable effort to accommodate the needs of applicants requesting accommodation at any stage of hiring process.