

Job title: Program Manager

Reports to: Director, Programs & Services

Category: Permanent, Full-Time

Start Date: Immediately

Hours & Compensation: 35 hours/week, \$70,000/year

OPSEU Bargaining Unit: No

About Us and Summary of the Role

Mission

North York Women's Shelter actively supports the rights of women and children to build lives free of violence by providing non-judgmental safe shelter, advocacy, and a range of programs & services including 24-hour crisis support.

Vision

Our vision is to create a community characterized by gender equality where women and their children feel empowered and safe, and all services are provided according to the NYWS's Trauma-Informed Key Principles.

Purpose

The Program Manager is responsible for overseeing the Programs teams offered both through the shelter and the NYWS Community Collective and will ensure high and effective program standards. The Program Manager will ensure that programs staff have adequate resources and supports to deliver programs to survivors of violence and their children from a feminist anti-racist, anti-oppression framework (ARAO).

Accountabilities and Responsibilities:

Continuous Improvement/Training (PD participation)

- Maintain program standards
- Effectively support the day-to-day programs of the shelter in a manner reflecting the Mission, Vision, and Values of North York Women's Shelter
- Ensure that programming staff are working to consistently support the operational aims of the shelter (manage "over-advocating" and consistent push-back)
- Monitor and oversee NYWS programming.
- Develop and monitor workplans with each program staff
- Oversee and monitor program budget
- Oversee program activities and delivery
- Create conditions for accessible, low-barrier programming
- Work with consultants to create effective programs evaluation and monitoring tools and ensure they are consistently adopted and employed throughout the shelter
- Provide oversight and support to case-management
- Co-facilitate weekly case management meetings along with OCS Manager
- Co-Facilitate clinical discussion meetings
- Oversees completion of client satisfaction survey and other evaluation tools
- Accurately and fully report programming trends and needs to Director Shelter and Programs Services
- Oversee transitional plans for clients, communicating to the Management team in a timely way emergent trend or needs
- Provide quarterly suggestions to the Management team on programming based on evolving client and community need

Supervision

- Supervision of staff to facilitate high functioning teams and team building and development
- Support the recruitment and trainings of departmental staff to reflect NYWS Mission, Vision, and Values as necessary
- Monitor teams training and development ensuring training plan/assigned trainings are followed through
- Addressing staff needs, supports and training goals in a strengths-based, feminist, and ARAO framework
- Meet monthly with staff to complete individualized supervision to address staff goals, areas of improvement and strengths recognized
- Perform annual performance reviews with staff promoting self-reflective practice and a learning culture at the shelter
- Support individual staff development and accountability
- Foster organizational accountability and remain alert for issues of enmeshment, counter-transference and manage accordingly. If necessary, flag for Director of Programs and Services and/or as issue to be brought up in staff Clinical Supervision
- Build VAW-specific lens of programs team

Continuous Improvement/Training (PD participation)

- Demonstrate risk management skills, strong ability to prevent and manage crises from a feminist, ARAO standpoint
- Develop strong risk-management skills and evaluate the need for new policy or procedure based on input from Management team and staff, make recommendations and develop policies accordingly
- Ensure adherence to Collective Agreement
- In collaboration with OCS Manager and Director of Programs and Services, track, develop, communicate and train on shelter policies and procedures as needed
- Attend management meetings
- Along with OCS Manager, supporting staff and residents in identifying and running programs (International Women's Day, Black Liberation Month, December 6, 16 Days of Activism etc. Various cultural and religious festivities)
- Facilitate community education and presentation as needed
- Works respectfully and maintains confidentiality with clients, co-workers and the organization
- Attend and participate in additional team building, training, in-services, and community outreach projects as required
- Perform related duties as assigned by Manager

Key Performance Indicators

Continuous Improvement/Training (PD participation)

- Training and Capacity building Initiatives (Attain and Maintain necessary certifications/qualifications i.e., Participate in minimum of 5 online learnings/Trainings Annually)
- Adhere to health and safety requirements (First Aid/CPR certificates must be always valid) and participate in refresher learnings
- Seek out trainings that increase own capacity to add value to the organisation and apply it to improve teaching practices

Operations

- Ensure operational efficiency by ensuring policies and procedures are adhered to
- Ensure feedback from residents are received and worked on
- Prompt escalation of issues to Director of Programs and Services (i.e. not less than 3hours)
- Prompt resolution of client issues as required

Community Engagement

- Attend meetings and represent NYWS as needed
- Facilitate community education and presentation as needed
- Build and maintain relationships with individuals and organizations that can support your NYWS
- Goals within the activities of the Community Collective
- Work along the Development Manager to promote the activities of the collective
- Schedule and organize the activities in the collective based on availability

Team Collaboration

- Build positive relationships with colleagues/team members/parents
- Ensure Knowledge sharing and collaboration
- Develop an inclusive culture in which timely, authentic feedback and coaching are provided to team members
- Identify gaps in team's knowledge
- Hold (Weekly/Bi-monthly) Meetings with Trauma counsellors
- Identify and share trends, topics and resources that will increase the relevance and value of our service deliver and seize opportunities to grow knowledge

Administration and Commitment to Trauma-Informed Principles

- Identify resources that maintain or improve general department/organisation standards and practices
- Maintaining communication that is consistent, open, respectful, and compassionate
- Support and monitor program team to maintain clear boundaries around not over-stepping into client services
- Timely budgeting and request of departmental/client supplies required etc i.e., 4 weeks before inventory is exhausted

Alignment with Mission, Vision, Values

- Exceptional stakeholder service: Deliver a high-quality service experience across all interactions by being always connected and responsive to clients, colleagues, etc. (Not less than 24 hours)
- Drive quality assurance and commitment across the organization.

Functional Competencies, Skills, and Experience

- Post-secondary education in a related field, such as, Social Work, Gender and Women Studies, Sociology, Social Justice, Assaulted Women's and Children's Program or the equivalent education and extensive experience.
- Previous management experience in a unionized workplace is a strong advantage
- Proven risk management skills, strong ability to prevent and manage crises from a feminist, ARAO standpoint
- Minimum 3 years of experience working with women and children who have experienced harassment, sexual abuse and/or domestic violence.
- Strong clinical skills and experience including working with women and their children who have experienced trauma, and who may also require support with mental and medical health issues, substance use, poverty, housing, and/or conflict
- Preference will be given to candidates with experience and training in Trauma-Informed care, mental health recovery, harm reduction and substance use and are able to work with cultural competence.
- Preference will be given to candidates who represent the population served by NYWS.
- Current CPR and First Aid certificates.
- Satisfactory Vulnerable Sector Checks (PVSC) with future checks.

- Demonstrated written / oral communication skills
- Ability to work well under pressure and in crisis situations
- Demonstrated organization and planning skills
- High degree of confidentiality and discretion.
- Able to successfully work from an anti-racist/anti-oppression and trauma-informed practice framework.
- Experience in crisis support and the ability to mediate conflict using restorative justice and non-violent communication.
- Ability to work independently as well as part of a strong dynamic team
- Takes initiative to follow-up with clients and promote a positive, healthy environment for clients
- Ability to work collaboratively in a per-friendly environment
- Computer literate, including high proficiency in Microsoft Office programs i.e., Word and Excel

Physical Requirements

- Ability to wear Personal Protective Equipment and adhere to COVID-19 infection prevention principles
- Able to lift up to and including 30lbs. Walking, standing, bending, stooping, reaching, twisting, lifting, pushing, pulling, and moving items is occasionally required.
- Exposure to illnesses such as cold and influenza on a weekly basis
- Exposed to loud sounds and high noise levels on a weekly basis.
- Exposure to external threats (abusive partners)
- As employees of an organization committed to harm-reduction, exposure to women who may be under the influence of substances including, but not limited to cannabis.
- Exposure to pets on a regular basis
- Must always be able to function effectively and accountably with women, children, and adolescents who may have mental or behavioural challenges. The staff must be able to demonstrate appropriate daily behaviour, express appropriate emotions. Hostility, aggression and unnecessary or inappropriate physical actions as well as inappropriate emotional expression are not acceptable.

Application

Email resumé and cover letter to careers@nyws.ca with subject 'PM 2021' **by 5:00pm on December 17, 2021.**

In accordance with our feminist, anti-racist and anti-oppressive framework, NYWS is committed to the development of an organization that reflects the communities that we serve.

We actively encourage applications from members of groups with historical and/or current barriers to equity.

Position vacant until filled.

Potential candidates will be contacted. We respectfully ask no phone calls, and any made will not be returned.