



Haida Gwaii Society for Community Peace
 Tlaa Juuhldaa Naay Transition House
Place of Change

Box 811 2132 Collison Avenue
 Masset, Haida Gwaii, B.C. V01 1M0
 Phone: (250) 626-4664 Fax: (250) 626-4662
 www.hgpeace.ca

Job Title:	Transition House Director	Reports To:	Executive Director
Location	Masset, BC	Position Type	Administrative / Management
Level/Salary Range:	\$28.00 / hour Comprehensive Benefit Package	Position Hours:	35 hours/week Monday – Friday 9:00 m – 5:00 pm
Date Posted:	19 December, 2018	Posting Expires:	January 31, 2019
Applications Accepted By:			
FAX OR E-MAIL: (250) 626-4662 or aa.hgspeace@mhtv.ca Subject Line: Transition House Director position Attention: Executive Director		MAIL: Box 811 2132 Collison Avenue Masset, BC V0T 1M0	
Job Summary: <p>Ensures that the day-to-day operations of the Transition House (TH) are run in an efficient manner with attention to confidentiality and in compliance with the organization’s policies, ethics and philosophy</p> <p>Oversees the operation of the Transition House program to be sure that we are providing access to safe, secure and confidential services in accordance with our service agreement with BC Housing, including information and supports, a help line, short term shelter and referrals to other services and links to affordable housing. Also monitors the Transition House residence on behalf of HGSCP’s other government programs: CLBC (Residential care) and Northern Health (Supportive Recovery).</p> <p>Provides orientation, work direction and guidance to Transition House Support Worker Team. As Team Leader, the team assists clients to identify and understand personal problems, participates in the development, implementation and evaluation of a “Share Vision, Client goals and service plan”. The Team Leader is responsible for the implementation and ongoing service delivery to Transition House Clients ensuring that these services are accessible, hospitable and meet clients’ personal objectives.</p> <p>All services must be delivered women-centred and based on our society’s ethics and philosophy.</p>			
ROLE AND RESPONSIBILITIES <ul style="list-style-type: none"> ▪ Overall responsibility for the Transition House Program. ▪ Has a working knowledge of the current Collective Agreement. ▪ Supervises residence staff and evaluates the effectiveness of the team’s performance. ▪ Participates in the selection of Sr. Support Worker and Support Workers who are direct reports. ▪ Participates in developing performance standards, and evaluates the performance of direct reports through performance appraisals. Identifying staff training and staff developing needs. ▪ Directly responsible for labor relations issues including discipline, grievance resolution and arbitrations. 			



- Ensures that staff scheduling meets our General Service Collective Agreement.
- Ensures cleanliness, safety, and repairs of the residence for health and safety. Reports to maintenance any concerns which include but are not limited to security alarms, fire systems, furnaces and general repairs.
- Ensures effective Transition House service delivery consistent with agency mandate, policy, legal, contractual and budgetary requirements.
- Collaborates with the Counselling House on client service planning and is part of an integrated case management team.
- Reviews all Unusual Incident Reports
 - If uncommon or irregular, informs the Executive Director.
 - Once per year evaluates the unusual incident reports and reviews, analyses and creates an action plan for the following year
- Ensures that accurate program records are maintained. Correlates and submits monthly statistics to our contractors. Acts as privacy officer and oversees all records management issues in relation to the Transition House and its files/records.
- Oversees inventory of food, office and personal products, either directly or through supervision. Uses replacement reserves and the annual budget as a guide in planning expenditures and upkeep.
- Develops and establishes standards and accountability mechanisms for assigned responsibility areas in accordance with policies and goals jointly established and approved by the Executive Director. Develops and recommends long-range plans and objectives for the Transition House. Provides advice and recommendations to the Executive Director on significant or cross-agency program and service issues.
- Develops with staff a process with which the team can assist clients to determine their goals and using our “Share Vision” program, create a plan to assist clients to attain these goals.
- Provides information on, and referral to other appropriate community service providers, resources and professional programs. Provides liaison, education and advocacy for community agencies, other professionals and neighbors on issues concerning the residence.
- Evaluates the effectiveness of client-directed goals and service plans and progress of the Team. Strives for resolution of identified problems and moves towards defined objectives (i.e. housing, working with MCFD). Assess results and implements adjustments as needed.
- Provides life skill training as identified in the client’s service plan. Assists residents with effective social and interpersonal skills through tasks of appropriate daily living and social activities (i.e. harm reduction and stress management).
- Provides work direction to Support Worker Team to reinforce client life skills.
- When discrepancies as to service delivery occur, provides guidance and correction to the team, and brings concerns in a written format to the Executive Director.
- The Team Leader insures that the Team maintains accurate and complete documentation intakes, logs, government statistics, bed stays, petty cash entries, reports and records as requested.



- With proper release of information, discusses case planning concerns with other professional client supports (i.e. STV Counsellor, A&D counsellor etc.)
- Acts as an advocate for the clients while living in the residence and, as appropriate, provides follow-up support upon leaving the residence either directly or through her team.
- May accompany clients to meetings and appointments.
- In unusual situations may work as a front line deliverer, assisting front line workers with; receiving referrals, admitting clients, interviewing and assisting clients within the boundaries of the service.

Ethical Skills:

- Cultivates a feminist perspective, to provide women-centered programming
- Role-models honest, open communication
- Non-judgmental attitude
- Practices diplomacy within the management team.
- Maintains confidentiality
- Encourages cooperation and teamwork
- Exercises leadership
- Promotes personal and professional development

Qualifications:

- Diploma in a related human/social service field or the equivalent in education and experience.
- At least 3 years previous direct program delivery experience in the sector with a demonstrated working knowledge of specific community based programs and related provincial and community support service systems.
- Knowledge of applicable legislation and policies as well as current issues in Transition House program delivery.
- Previous program management experience is also required, preferably within the social service sector and in a unionized environment.

Job Skills and Abilities:

- Excellent oral, written, facilitation and interpersonal communication skills.
- Demonstrated teamwork, leadership and supervisory skills.
- Good time and general management skills.
- Ability to work effectively with program staff, volunteers, and non-profit or publicly funded groups, agencies and organizations.

Additional Information:

This position requires the ability to function independently and frequently under pressure including effectively managing emergency situations.



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Reviewed By:	Brenda Byberg; Board of Directors; CSSEA; BCGEU	Date:	Winter 2018
Approved By:	Board of Directors; CSSEA	Date:	December 19, 2018
Last Updated By:	Brie Altrogge, Executive Assistant	Date/Time:	December 19, 2018