



# Internal/External Job Posting

Victoria Women's Transition House is looking for a qualified candidate for the following position:

<b>Job Title</b>	Shelter Program Manager
<b>Details of the Position</b>	<p>The Victoria Women's Transition House Society is a non-profit agency, committed to working collaboratively to provide shelter, support, counselling and education to women of all ages with or without children so that they can live free from the effects of abuse in intimate relationships.</p> <p>The Shelter Program Manager will work closely with the Deputy Director and program team, to ensure a consistent, client-centered service, within the unique setting of our 24-hour shelter and temporary additional housing project.</p> <p>This position requires five years of experience in management and program development.</p>
<b>Job Description</b>	Attached
<b>Hours</b>	35 hours/week, flexible to meet the needs of the program
<b>Starting Pay Rate</b>	Management Grid
<b>Benefits</b>	As specified in the Management Benefits Plan
<b>Start Date</b>	Immediately
<b>Supervisor</b>	Deputy Director
<b>Additional Information</b>	<p>Satisfactory completion of a criminal record search, TB test and Standard First Aid Certificate are requirements of the position.</p> <p>Second language considered an asset.</p>
<b>Date Posted</b>	July 14, 2021

**Deadline for Submitting Applications: 5:00 p.m. July 28, 2021**

Send Application to:  
 Sharde Long, HR Manager  
 100-3060 Cedar Hill Road  
 Victoria, BC V8T 3J5  
[careers@vwth.bc.ca](mailto:careers@vwth.bc.ca)

# Job Description

<b>Job Title:</b>	<b>Shelter Program Manager</b>
<b>Job Summary:</b>	<p>Responsible for managing Shelter programs and unionized staff, primarily within the residential setting.</p> <p>Oversees all day-to-day operations and provision of services for all Shelter programs. In addition, oversees other programs as developed.</p> <p>Ensures effective program/service delivery consistent with the Society's mandate, policies, and contractual, budgetary and other requirements.</p> <p>Is responsible for overseeing and the evaluation of existing program areas.</p> <p>May develop or make recommendations for the development of new program areas.</p>
<b>Reports To:</b>	<b>Program Director</b>
<b>Key Duties And Responsibilities:</b>	<p>Adherence to the constitution, philosophy, mission and values of the Society.</p> <p>Oversees all day-to-day operations and provision of services for all shelter programs. In addition, oversees other programs as developed.</p> <p>Ensures effective program/service delivery consistent with the Society's mandate, policies, and contractual, budgetary and other requirements.</p> <p>Participates as a member of the Leadership Team in developing long range and strategic plans, assessing and resolving operational issues and policies.</p> <p>Oversees the management of program staff.</p> <p>Is responsible for all Human Resources and Labour Relations activities including hiring, training, supervision, performance appraisal, discipline, grievance resolution, arbitration and discharge.</p> <p>Provides active supervision to program staff, including support, information, training, and case consultation.</p>

	<p>Ensures staff and volunteers to deliver a high quality service, suitability of activities and consistent with Society's mandate. This includes effectively navigating policies and procedures when addressing complex cases.</p> <p>Develops and establishes standards, long-range plans, budgetary, operational objectives and accountability mechanisms for all programs new and old, in accordance with policies and goals established with the Staff and Leadership Team.</p> <p>Provides budget input, develops comprehensive plans and strategies to achieve identified objectives</p> <p>Participates in various internal and external committees, working groups, and associations. Is required to attend Board meetings / functions as required.</p> <p>Liaises with community organizations to coordinate and provide information on the operation and use of the Society's programs.</p> <p>Responsible for promoting the agency's services, funding needs, and values to the community.</p> <p>May represent the agency at community and fundraising events or other official functions as directed.</p> <p>Prepares reports, conducts special studies, and makes presentations as required.</p> <p>Engages in ongoing education on the issue of violence and abuse against women and children, as well as maintaining current knowledge of Human Resources and Labour Relations.</p> <p>Performs other related duties as required.</p>
<p><b>Qualifications:</b></p>	<p>Bachelors' degree in an appropriate discipline, (Management or Human Resources) with a minimum of 5 years management experience in a unionized environment.</p>
<p><b>Education, Training and Experience:</b></p>	<p>This position requires a thorough knowledge of the issue of violence and abuse against women and children, feminist counselling approaches, extensive program development and supervision and management experience in a unionized environment.</p> <p>Commitment to ongoing education and development.</p> <p>Five years of program management experience, preferably in the community social service sector.</p>

	<p>Demonstrated knowledge of specific program, legislative/policy, provincial and other government frameworks and systems, information technology and financial management.</p> <p>Experience in employee development is required.</p> <p>Full Driver's License</p> <p>Clear Criminal Record Check with Vulnerable Sector Search</p> <p>Current First Aid and CPR</p>
<p><b>Job Skills and Abilities:</b></p>	<p>Demonstrated teamwork, leadership and supervisory skills, with a strong focus on mentoring and motivating employees.</p> <p>Ability to conduct effective performance appraisals, identify employee performance issues and facilitate actions required for change. .</p> <p>Strong planning, organizing and administrative skills.</p> <p>Exceptional Interpersonal communication skills.</p> <p>Ability to delegate, set expectations, and monitor progress of all direct reports</p> <p>Ability to identify issues and implement creative and strategic solutions, within the collective agreement</p> <p>Provide after-hours support to staff.</p> <p>Ability to work a flexible schedule to meet the needs of the program and staff.</p> <p>Ability to function independently and frequently under pressure, while managing multiple projects and deadlines.</p> <p>Ability to manage stressful, emergency and crisis situations.</p> <p>Ability to participate in meetings, conferences and other events outside regular working hours.</p> <p>Strong decision making and problem solving capacity</p>