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kelownawomensshelter.ca

Manager, Second Stage Housing

Located in the heart of the Okanagan Valley, the Kelowna Women's Shelter is growing as an organization and is looking forward to strengthening existing programming and developing new opportunities to support women and children and break the cycle of domestic abuse. Come and join us during this exciting time of growth!

The Central Okanagan Emergency Shelter Society (COESS), operating as the Kelowna Women's Shelter (KWS), provides a range of services, which focuses on the prevention of domestic abuse and support services for women and children during and following a domestic abuse crisis.

We are currently seeking a Manager, Second Stage Housing. This is a full-time position, 37.5 hour per week, Monday to Friday offering a competitive salary and benefits package. However, given this role supports a 24/7 facility, the need to be flexible to support operations across seven (7) days is required. For operational requirements, occasional coverage of shifts may be required as well as on call rotation.

Summary

Reporting to the Director, Programs & Services, the Manager, Second Stage Housing adheres to the mission, vision, values, philosophy, and policies of KWS, and is responsible for:

- The organization, management, development, and delivery of quality client services for second stage housing for KWS West Kelowna location.
- The organization, management, development, and delivery of quality programs and the day-to-day operations of second stage housing programs.
- Provide direct supervision of the Supervisor, Second Stage Housing and Second Stage housing team (in the absence of the Supervisor, Second Stage Housing).
- Works collaboratively with the Director, Programs & Services to identify efficiency, effectiveness, accessibility, and client satisfaction improvements to provide women-centered, safe, caring, responsive and supportive environment for women and their children accessing second stage housing services from first point of contact to end of services.
- Works with the Supervisor, Second Stage Housing to monitor and maintain documentation in respect to ongoing performance expectations and goals ensuring Second Stage House teams are demonstrating appropriate levels of client services and documentation, monitor team members

- performance and completing probationary and annual performance reviews.
- Responsible for the oversight of recruitment, performance management, progressive discipline up to and including termination of Supervisor, Second Stage Housing and Second Stage housing team, in consultation with the Director, Programs & Services and Human Resources.
 - Being helpful, respectful, approachable and team oriented, building strong working relationships and a positive work environment.

Qualifications

- Post-secondary degree in social work or related field, Masters preferred.
- Minimum of 4 years' experience in a similar role/organization.
- Minimum of 4 years leadership and supervisory experience.
- Previous experience in client support, program development and implementation, key performance measures, and evaluation is required.
- Valid BC Driver's License, access to a vehicle, and clear driver's abstract.
- Successful completion of a criminal record check.

Knowledge, Skills, & Abilities

- Strong knowledge and linkage to external services and systems that is available to women and children experiencing domestic abuse.
- Excellent computer skills (Microsoft and client management systems)
- Must have excellent interpersonal communication skills (oral & written)
- Must be capable and comfortable with crisis management.
- An ability to engage with diverse populations in a respectful and culturally responsive manner.
- Able to think quickly and provide expert guidance in complex, critical, or irregular events.
- Ability to determine resources required for the delegated programs and services, and to monitor financial and human resources, in consultation with the Director, Programs & Services.

Please review the full job description [here](#) before applying.

If you are interested in applying for this position, please email your resume and cover letter to careers@kelownawomensshelter.ca

This posting will remain open until the right candidate is found.

We thank all those who express interest in this opportunity however only those short-listed will be contacted.