



Manager of Housing, Program and Services - Job Description

Job Title: Manager of Housing, Program and Services

Job Site: Ann Davis Transition Society Admin Office – 9046 Young Road, Chilliwack, BC V2P4R6

Position Type: Permanent -Part-time/Full-time

Reports to: Executive Director

Hours: 28-35 hours

Annual Salary: \$80,000 to \$84,000

Job Overview

Are you looking for a rewarding position working collaboratively in a leadership role where you can make a measurable difference? We are looking for a strong, compassionate person who works through a feminist lens, promotes equity, understands trauma, is comfortable with diversity and understands UNDRIP. You must be highly organized and comfortable leading as well as taking direction. Reporting to the Executive Director, the Manager of Housing, Programs & Services has strategic and operational responsibility for the organization's housing, outreach, counselling, and legal advocacy programs. Within these programs and services, the position is responsible for organizational development, budget and finances, human resources, and liaising with senior leadership and stakeholders. The primary objective for the Manager of, Housing, Programs & Services is to ensure every program is delivered successfully with outcomes being met on target and on time while adding the highest possible value to the organization and community.

The Manager, Housing, Programs & Services is responsible for the leadership, management, and supervision of the Manager Housing, Manager, Transition House; Manager, Women's Centre; Manager, Outreach; Counselling lead; and housing staff shortages.



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Job Roles and Responsibilities

Strategic Leadership:

- Work with the Executive Director to ensure the successful execution of the strategic plan,
- And to establish program direction for ADTS and adherence to the organization's overall service delivery model.
- Work with the senior leadership team to provide strategic planning, implementation management, and ongoing evaluation of housing, programs, and services.
- Participate in the development of long-term goals of each program in the portfolio.
- Provide reports and information to the Executive Director as required, including monthly reports, minutes of team meetings, annual goals, and objectives, updated strategic plan, and input to the annual report.
- Ensure the development, delivery of high-quality programming and measurement outcomes that are consistent with ADTS' mission, principles, values, policies, and procedures and adhere to CARF requirements and business continuity plans.
- Provide support and recommendations to the Executive Director that enable the organization to make sound strategic program decisions.
- Build and maintain partnerships between ADTS and community stakeholders to promote effective housing, programs, and services.
- Attend meetings and community tables as requested by the Executive Director, to present and gather information.
- Participate actively as a ADTS representative in collaborative partner networks and in related community, social, and economic development activities as requested.

Program Leadership:

- Work with program managers and coordinators to oversee and ensure adherence to program purpose, principles, policies, and procedures.
- Work with the Executive Director to roll-out program delivery models and implement the recommended changes as needed.
- Oversee the ongoing review of operational aspects of programs and services with the managers, including development and implementation of long- and short-term goals and plans.
- Build the capacity of program managers and staff teams to effectively deliver on program goals to ensure service delivery is cohesive, efficient, and aligned with the program model.
- Work with internal and external service providers to ensure programs are relevant, coordinated and integrated with larger systems of care.
- Ensure organization-wide initiatives are implemented with their programs according to policies and procedures.



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- Provide guidance to program managers to ensure appropriate interventions with clients (trauma-informed, client-centred, culturally appropriate, etc.) and provide support and guidance on client needs.
- Collaborate to develop new programs and services including design, implementation, evaluation, and monitoring.
- Lead research and implementation of monitoring and evaluation frameworks for all program deliverables to drive continuous improvement and impact of ADTS' programs.
- Collaborate with external stakeholders, as identified, to inform program and service delivery.
- Identify training opportunities and track them according.
- Encourage open and positive/supportive communication within the housing, program, and services teams.

Program Operations:

- Work with the Executive Director to develop and monitor program budgets, grants, and reporting requirements.
- Ensure compliance with agency and funder reports, policies, procedures, and contract requirements.
- Ensure that effective quality/risk management activities are developed, implemented, and evaluated.
- Implement and evaluate work standards in accordance with all applicable federal, provincial, and local standards, guidelines and regulations including facility policies and procedures.
- Establish and maintain effective working relationships with all levels of ADTS' management, staff, clients, and the public.
- Oversee the coordination of all operational maintenance/repairs as required for program facilities/locations.
- Provide on-call support for staff and perform other duties as required.

Human Resources:

- Ensure employees are appropriately trained and aligned with ADTS' mission, principles, values, policies, and procedures.
- Work with the HR department to identify capacities needed (skillsets and competencies) to achieve programmatic and organizational goals.
- Lead the hiring, evaluation, professional development, discipline and dismissal of program managers and coordinators.
- Build the capacity of program managers, coordinators, and staff teams by implementing processes for program orientation, coaching, development, and performance appraisal.



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- Monitor the attendance of program managers and coordinators and deals with attendance issues including absenteeism, authorizing overtime, leave requests, vacations, etc.
- Provide leadership to program and service staff in conjunction with the program managers and coordinators to ensure program and individual outcomes are developed, implemented, and achieved.
- Work with program managers, coordinators, and staff to ensure human resource and labour relations processes are effective, efficient, and timely.
- Work with the HR department to ensure the workplace meets all health and safety guidelines and regulations by supporting high quality organizational health and safety programs at each work site.
- Ensure necessary program standards and safety issues are developed and followed.
- Lead and attend required staff meetings and other related meetings within the community and regionally as identified.

Skills & Qualifications

- Preferred, master's degree in a relevant health or social discipline or combination of education and experience.
- 5 to 7 years of related experience with programs that deliver direct trauma informed service to individuals experiencing domestic violence or abuse, living with mental illness, substance use, physical health issues, and/or homelessness.
- 3 years of leadership experience managing programs including oversight funding, budgeting, program planning, policy making, labour and employee relations
- Non-profit experience is preferred.
- Strong analytical, problem-solving, and decision-making skills with the ability to identify trends, establish benchmarks, and provide credible analyses and business recommendations.
- Strong organizational and time management skills with an attention to detail
- Strong interpersonal, communication, and presentation skills with the ability to professionally connect with and influence a diverse group of individuals.
- Strong leadership skills with the ability to lead projects and work with diverse individuals to identify issues, design solutions, and evaluate results.
- Willingness to work flexible hours is required.
- Valid BC driver's license and access to a reliable vehicle is required.
- Satisfactory completion of a criminal records check with vulnerable populations is required.
- Knowledge or/experience in:
 - Practices for populations with complex needs related to domestic violence, mental health issues, substance abuse, and homelessness.
 - Best practices with working with families and supporting family-centred care.
 - BC health care and social services system
 - BC Housing programs, processes, and systems



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Skills

- **Leadership Skills:** the ability to be aware of and sensitive to the needs of the workplace and employees; generate new ideas; implement sound and timely decisions; motivate employees; build and maintain productive working relationships; ensure a respectful workplace culture; and be accountable for one's own work. Emotional intelligence.
- **Supervisory Skills:** the ability to identify and resolve employee issues; delegate tasks appropriately; evaluate employees' performance objectively; develop employees and encourage their career growth.
- manage budgets; efficiently plan and prioritize resources; ensure a safe working environment; and adhere to policies and procedures.
- **Communication Skills:** the ability to work collaboratively with others; ability to mediate conflict, maintain confidentiality when needed; act as a member of the senior leadership team; verbally express ideas, facts, problems and solutions; provide written reports and communications; and oversee productive client feedback mechanisms.

CORE COMPETENCIES	
Approach to Work	<ul style="list-style-type: none"> · Demonstrates initiative, flexibility, adaptability, and resourcefulness. · Accepts new and varied work assignments and assumes responsibility for their completion. · Welcomes new ideas and displays a creative and innovative approach to their work
Job Knowledge & Quality of Work	<ul style="list-style-type: none"> · High degree of relevant and current job knowledge and skill · Consistently produces accurate, thorough, high-quality work in a timely manner
Planning & Organization	<ul style="list-style-type: none"> · Sets goals, creates, and implements action plans, monitors progress, and evaluates results. · Adeptly manages competing tasks and uses time efficiently and effectively
Judgement & Decision-Making	<ul style="list-style-type: none"> · Demonstrates independent thinking and effective problem-solving skills. · Makes clear, consistent, transparent, and timely decisions after contemplating various available courses of action.



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CORE COMPETENCIES
<ul style="list-style-type: none"> Exercises sound judgment in the best interests of the organization
Verbal Communication & Interpersonal Skills <ul style="list-style-type: none"> Expresses themselves clearly and professionally verbally. Displays high emotional intelligence; uses tact and diplomacy in dealing with sensitive, complex, and confidential situations. Effectively works with their colleagues in the senior leadership team to ensure organizational success
Written Communication Skills <ul style="list-style-type: none"> Expresses themselves clearly and professionally in writing with ADTS team members and external stakeholders. Supports and contributes to the writing of reports, policies, meetings and/or presentations
Safety Awareness & Demonstration <ul style="list-style-type: none"> Builds and promotes a culture of health and safety in the workplace. Attends to health and safety issues effectively and efficiently. Implements and enforces best practices in health and safety within the workplace
Personal Leadership <ul style="list-style-type: none"> Models core qualities such as honesty, integrity, resilience, and confidence Takes responsibility for personal actions, performance, and health
People Leadership <ul style="list-style-type: none"> Takes responsibility for the success of ADTS as a senior leader of the organization. Champions positive working relationships with colleagues, staff and external stakeholders Acts as an ambassador of ADTS upholding and promoting the values and mission of ADTS. Demonstrates pride and enthusiasm to the team and promotes cooperation, fairness and equity
People Management <ul style="list-style-type: none"> Displays interest, concern and respect for their staff and their staff's development. Provides direction, vision, clarity, and support to their team. Delegates appropriately to fully utilize their staff to accomplish unit goals. Gives recognition and acknowledgement to staff for their achievements
Task Management <ul style="list-style-type: none"> Establishes clear roles, responsibilities, priorities, and performance targets for staff. Monitors, assesses, and reviews staff performance while providing opportunities for training and development, as appropriate. Strives for high quality performance and takes initiative to seek improvement in outputs and efficiencies



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CORE COMPETENCIES

Task Leadership

- Able to translate the strategic goals and priorities of ADTS into an achievable and measurable operational plan for their unit.
- Makes clear, consistent, transparent, and timely decisions.
- Focuses on the 'service recipient' of their unit.
- Displays effectiveness, assertiveness, and persistence in the pursuit of the goals of their unit.
- Able to identify gaps in knowledge or capacity and seek the appropriate support and/or resources



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