

Cornerstone Housing for Women

Senior Manager, Supportive Housing. Job Description

Mission Statement

Cornerstone Housing for Women offers emergency shelter and supportive housing for a diversity of women. Our services are offered in an environment which promotes dignity and a sense of hope. We are committed to public education and advocacy and strive to increase safe, affordable housing and to end homelessness.

Service Description

314 Booth Street, 373 Princeton, 515 MacLaren and McPhail House offer affordable supportive housing for women at risk of homelessness. Residents are provided with permanent housing, basic necessities, and support to work toward their personal goals.

The Women's Shelter offers emergency shelter for women at risk of homelessness. Residents are provided with safe, temporary accommodation, basic necessities, and support to attain permanent housing.

Job Summary

The Senior Manager of is responsible for all aspects of Cornerstone's supportive housing services at their assigned location including the residents; the staff, volunteers and students; the building; internal and external community relations.

The Senior Manager is an employee of the Anglican Diocese of Ottawa, and reports to the Executive Director of Cornerstone Housing for Women.

Resident Services and Program Delivery

- **Promotes excellence in service delivery, coordinates and monitors the provision of client centred programs and services.**
- **Carries out responsibilities of the landlord in accordance with the Tenant Protection Act including evictions when necessary.**
- **Ensures compliance with legislation, contractual agreements and organizational policy and procedures.**
- **Develops and implements house operating procedures which provide a welcoming, safe and secure environment for all tenants.**
- **Selects tenants, oversees intake, assessment and service plan development, and assigns support staff.**
- **Oversees and coordinates regular resident meetings, and other feedback opportunities**
- **Meets with residents to resolve issues that may affect housing retention.**
- **Promotes recreational and social activities**
- **Ensures proper documentation and reporting of resident services activities.**
- **Implements emergency response plans**

- Provides guidance in storage, access and disposal of medications
- Works collaboratively with other Cornerstone and community partners.

1. Personnel Management

- Provides leadership and support to staff, students and volunteers..
- Hires, fires, supervises, mentors, orients, assigns work and evaluates employees and students.
- Participates in planning and delivery of organizational Staff Development and Training
- Participates in Cornerstone's management on-call rotation
- Takes leadership in disciplinary actions and terminations with support from Human Resources and Executive Director as required.
- Creates and implements staff schedule; monitors shift booking, availability and changes; ensures accuracy and timeliness of payroll document and system input.
- Ensures appropriate use of staff leaves of absence and responds in a timely fashion using payroll software.
- Ensures proper dissemination of information within the building, conducts regular meetings with employees and staff teams and is available to address individual staff concerns.
- Responds to and resolves complaints and mediates issues as appropriate.
- Maintains a positive relationship with the union through consistent implementation of Personnel Policies and Procedures; and adherence to the Collective agreement and principles of good labour relations.
- Actively participates in Collective Bargaining, the Labour Management Committee and grievance resolution process.

2. Health and Safety

- Makes health and safety of all who access their facility a top priority
- Supports the physical and mental health wellbeing of staff through appropriate supervision, feedback, referrals or other action as appropriate
- Ensures compliance with legislation, policy and practices including fire regulations, building maintenance, First Aid, etc.
- Provides leadership to and generally participates as a member of, the Joint Occupational Health and Safety Committee.
- Provides input to development of Health and Safety Policies and Procedures.
- Follows up with Accident/Illness and Near Miss documentation, analysis and resolution in a thorough and timely manner.
- Ensures Emergency supplies are available and procedures in place.
- Participates in and ensures that staff receive ongoing training in good health and safety practices and that supervision incorporates safety considerations.

- **Completes WSIB paperwork as required and liaises with the Worker, WSIB and the Human Resources Manager to ensure a safe and early return to work.**
- 3. Administration**
- **Ensures that documentation for all areas of responsibility is complete accurate, reported, effectively communicated and safely stored or purged according to the organization's protocols.**
 - **Monitors responsible purchasing and approves petty cash expenses.**
 - **Provides input to annual budget and monitors expenditures.**
 - **Promotes development of and ensures compliance with policies and procedures for personnel management, health and safety and resident services.**
 - **Participates in development of job descriptions and other activities that benefit the entire organization.**
 - **Completes and submits reports as required**
- 4. Internal and External Community Relations**
- **Participates as a member of the Management team and actively promotes cooperation, coordination and synergy of effort where feasible.**
 - **Works collaboratively with Cornerstone's agency partners to access optimal services for residents in the shelter and in the community**
 - **Maintains an active collaboration with educational institutions to integrate, train and support students**
 - **Gives direction for excellent communication and follow up with donors, volunteers and supporters**
 - **Proactively engages in efforts to maintain good relations with neighbours and resolve concerns in a cooperative and timely manner.**
- 5. Facilities Oversight**
- **Makes the safety and security of all who access their facility a top priority by promoting and coordinating a continuous improvement model to facilities related matters.**
 - **Reviews and updates Emergency plan information annually.**
 - **Ensures monthly Fire Drills are held and debriefing is done**
 - **Have facility and equipment problems resolved in a timely manner**
- 6. Organizational Development and Other**
- **Actively promotes social justice in Cornerstone's resident services, personnel management and community relations**
 - **Adopts a continuous improvement attitude to the manager's areas of responsibility**
 - **Participates in monthly Managers Team meetings, planning and visioning days**
 - **Ensures that Cornerstone's practices reflect its own mission and the values and principles of the Anglican Diocese of Ottawa**

- Encourages organizational participation in community and national efforts to increase affordable housing and end homelessness

Skills Required

- Strong understanding of the issues faced by women of all ages living with poverty, mental illness, addictions, trauma, abuse and discrimination
- Excellent communication, negotiation, problem solving, decision-making and crisis intervention skills
- Empowering philosophy and approach; respect for diversity
- Commitment to eviction prevention
- Ability to develop programs and services to meet resident needs
- Proven strengths in managing a diverse staff team in a unionized workplace
- Competence in monitoring large budgets
- Strong organizational skills and excellent time management abilities
- Flexible, passionate, people oriented, non-judgmental
- Superior writing abilities

Minimum Qualifications

- University education in a social service or related field, or equivalent
- At least five years' experience in a social service agency with a focus on women's services
- Experience in managing shelter, housing or other residential facilities
- At least three years supervisory or management experience, preferably in a unionized environment
- Bilingualism a definite asset
- Use of a vehicle is an asset