



Position Title: Assistant Director of Support Services

Position #: 1

Department: Support Services

Pay Grade/Scale: \$57,500-\$62,500

Reports to: Director of Support Services

How to apply: Please send your Cover Letter and Resume to Resumes@pacificahousing.ca by August 20, at 11:59pm.

Start Date: ASAP

Organizational Focus:

As a non-profit charitable organization, Pacifica Housing's vision is *better lives through affordable homes and community connections*. Our mission is to be a leading innovative provider of affordable homes and Support Services that contribute to the independence of individuals and families.

Reporting to the Director of Support Services (DSS), the Asst. Director of Support Services (ADSS) supports all the operational functions of the DSS role. As a member of the organization's Support Service Management Team, the ADSS shares responsibility for the successful delivery of all social support related functions as they contribute the over-all success of the agency.

Primary Objectives:

- Support the implementation and operation of all Support Services programming, services and housing;
- Support the DSS function by addressing daily operational demands of the Support Services Division;
- Assist in implementing Support Services budgets and general expense decisions;

Key Responsibilities:

1. As a member of the Support Service Management Team, the position is accountable for:
 - participating in strategic planning processes including establishing priorities for the organization and specifically identifying opportunities for enhancing Support Services program delivery outcomes;
 - contributing to operational planning and to resolving critical issues as they arise such as staffing, employee relations and financial management;

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- contributing to enhancing the organization's community profile.
2. Lead multi-disciplinary teams engaged in the delivery of Supported Housing, Outreach Services programs which are aimed at securing affordable and stable housing for people with barriers to successful long-term housing solutions, including:
- Collaborating with managers to revise client service programming and delivery policies and procedures to ensure their alignment with the Support Services delivery model;
 - maintaining program evaluation models/tools/methods and participating in periodic and on-going program and service delivery evaluations;
 - working closely with the Human Resources Department in the delivery of human resource management initiatives and compliance with related policies and procedures;
 - assisting in recruitment and selection of management staff and ensuring successful orientation;
 - pro-actively identifying high level staffing and employee relations issues and supporting timely resolution, in close consultation with the Human Resources Department;
 - assisting managers and HR in coordinating the provision of staff education regarding client safety, anti-violence, harm reduction and crisis intervention and prevention ;
 - assisting management staff in implementing solutions to complex case management issues and sensitive and/or crisis situations;
 - supporting open and successful communication with Director of Property Services and ensuring Support Services teams operate in a close collaborative working relationship with Property Services.
3. Financial Accountability:
- supporting implementation of all support service and programming and payroll annual budgets;
 - monitoring and reporting on going expenses;
 - ensure timely and accurate reporting on all existing Support Services contracts and funding agreements;
 - supporting all applications, RFP responses and negotiations for new funding

Qualifications (minimum Education and Experience requirements):

Education:

- Post-secondary degree or certificate in related field
- Training and/or courses in supervision/management/leadership

Experience:

- Minimum of 3 years supervisory/management experience in a social service environment
- Demonstrated experience with general and payroll budgets
- Demonstrated experience and success leading a team

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- Demonstrated experience and success in building relationships with community partners and other stakeholders
- Experience in program evaluation techniques and processes
- Proven experience working with clients living with poverty, mental health and/or addiction issues

Note: *An equivalent combination of education and experience may be considered.*

Knowledge, Skills & Abilities:

- Understanding of the impacts of addiction, mental health, homelessness and poverty
- Knowledge of regional housing and community resources
- Knowledge of and commitment to Housing First and Social Justice principles
- Demonstrated skill in handling highly sensitive situations
- Effective conflict resolution/crisis prevention skills
- Strong communication skills
- Excellent organizational skills

Additional Criteria for Role:

- Required to complete a Criminal Record Check
- Must have access to a reliable vehicle with 'business class' insurance and adequate liability (\$2 million minimum)
- Must be available to be on call in off hours for emergency call out
- Periodic travel will be required

Behavioural Competencies Assigned to the Role:

Core Competencies

Caring: Advanced

Creative: Advanced

Responsible: Expert

Role Specific Competencies

Leadership: Advanced

Decision-making: Advanced

Communication: Expert