



MANAGER, SUPPORTIVE HOUSING SERVICES

All candidates please submit **cover letter and resume** in confidence to Don McTavish, 101-749 Pandora Avenue, Victoria, BC, V8W 1N9 or email hire@coolaid.org . **Please note, while we would like to connect with everyone interested in this position only applicants chosen for interviews will be contacted.**

Job Title: Manager, Supportive Housing Services	Vacancy Status: Permanent
Benefits: Eligible for employer paid benefits, including pension plan, medical service plan, health and dental plans. four (4) weeks’ vacation per annum, Compensatory Time Off days, plus sick and statutory holidays	Salary: \$69,885.00
Program: Residential Services	Work Location: 101-749 Pandora Avenue
Hours of Work: 40 hours per week	Days: Monday - Friday

Job Summary
 Reporting to the Director of Residential Services, the Manager, Supportive Housing Services is responsible for maintaining consistent, high quality services and infrastructure to ensure that assigned program(s) work in an effective and accountable manner in the achievement of strategic and operational goals. The Manager Supportive Housing will be responsible for a specific portfolio of buildings / programs and will also be responsible for helping to shape the overall housing program as an equal and active team participant.

A **major leadership requirement** of the position is to effectively integrate and provide services that align with the Society’s values and guiding principles, particularly through the lens of our clients and community partners.

Education
 Baccalaureate degree in related human services, administrative field, or a combination of training and experience.

Experience
 More than five to seven years’ experience within a not-for-profit community social services context as well as minimum of five (5) years progressively senior leadership experience within a multi-service complex organization.

Demonstrated knowledge of principles and practices in the following areas: client/resident relations, program planning and evaluation, financial management, property management, conflict resolution, arbitrations, personnel recruitment and development, community development, and contract reporting.

Comprehensive knowledge of mental health and addictions best practices and resources; supportive housing regulations and service delivery models; and community collaboration.

Demonstrated commitment to teamwork, collaborative practice and lifelong learning.

- Skills**
- Effective interpersonal and leadership skills.
 - Effective collaboration with internal and external stakeholders to develop, manage and evaluate programs/services considering client needs, service delivery interrelationships and service potential within a complex environment.
 - Effectively plan, organize and prioritize work in a continuously changing environment, to identify variances and implement strategies to achieve desired outcomes.
 - Effectively collaborative and systems approach to addressing policy, protocols, integration and issues management utilizing critical thinking, problem solving and decision making skills.
 - Supervise within a unionized environment.
 - Coordinate services within available resources, including developing and modifying staffing deployments.
 - Employ human relation skills including conflict resolution.
 - Contribute to the professional and organizational vision as it pertains to strategic planning.
 - Facilitate change.
 - Operate related equipment, including a computer utilizing a variety of software applications.
 - Physically perform the duties of the position.