

Job Advertisement – Internal/External

**Residential Coordinator
Carruthers Enhanced Supportive Housing Program**

TITLE: Residential Coordinator

DEPARTMENT: Adult Justice Services

LOCATION(S): Carruthers Enhanced Supportive Housing Program

SALARY: \$56,920 - \$74,268 plus benefits

HOURS: 35 hours per week

EMPLOYER: John Howard Society of Ottawa

HOW TO APPLY:

Please include a cover letter and resume to the attention of Rhea Wootton
By E-mail: rwootton@jhsottawa.ca By fax: (613) 789-7431

CLOSING DATE: Tuesday, January 2, 2018 at 4:00pm

Only those selected for an interview will be contacted

Program Summary:

This is a new supportive housing program for people who have been chronically homeless. The Residential Coordinator is responsible for managing the staff team, volunteers, stakeholder relations, and the overall operations of the building. This 36-unit apartment building will be operational by March 2018.

Duties:

This position provides leadership to staff, volunteers and individuals living in the supportive housing program. It is a full time employment opportunity requiring a vehicle, on-call responsibilities and flexible hours. The Residential Coordinator is responsible for the management and safety of staff, volunteers and residents, the daily upkeep and maintenance of the fiscal building, all financial and rental aspects of the program and as well as the overall operation of the program. This position reports to the Director of Adult Justice Services.

Responsibilities:

Please view attached Job Description for information regarding responsibilities and role.

Required Qualifications:

Education:

- University Degree/College Diploma in related field

Experience:

- Knowledge of Housing First approach to homelessness, Ontario Land-Lord Tenant Act, SPDAT Assessment, and HIFIS
- Three (3) to five (5) years of experience in a leadership and/or management role in the homelessness and supportive housing sector
- Comfort operating in and understanding the complexities of being in a dual role of landlord and service provider
- Excellent organizational, interpersonal and social skills
- Proven initiative-taking, reliability, and sound judgment
- Ability and interest in managing the multitude of tasks associated with overseeing a residence, including start-up activities
- Experience in working in interdisciplinary team would be considered an asset
- Clear Criminal Record Check with vulnerable sector
- Own reliable vehicle

Residential Coordinator

Carruthers Enhanced Supportive Housing Program

Classification: Residential Coordinator
Reports to: Department Director

Salary Range: (\$56,920 - \$74,268)
Effective Date: January 2017

Job Summary:

Under direction of the Department Director (DD) – Adult Justice Services the Residential Coordinator of the Enhanced Supportive Housing Program is responsible for the design, implementation and management of this Housing program in accordance with Operating and Personnel Policies and established Clinical Practices.

Principal Duties:

Programs and Services

- Ensure adherence to the overall established service delivery model
- Complete necessary assessment and case planning tools
- Provide interventions and programming based on service model
- Develop and maintain all forms associated with program
- Responsible for maintaining wait list and ensuring apartments are full
- Completing all necessary screening, intake and placement processes
- Ensure review, analysis and evaluation of service effectiveness
- Maintain current knowledge of trends affecting service delivery (homelessness and addictions and mental health)
- Promote the development of more effective services through service improvements/enhancements
- Prepare and submit to DD proposals, grants as required
- Initiate, develop, maintain and sustain housing partnerships with other agencies
- Complete partnership agreements, and ensure follow-through on deliverables
- Complete service contracts and ensure follow-through on deliverables
- Ensure follow-through on agency Quality Assurance activities and outputs
- Ensure that yearly program level targets are developed and implemented based on strategic priorities and plans of agency
- Operationalize targets through work plans that include activities and subtasks
- Ensure work plan activities are completed within timelines and deadlines

Community Relations

- Develop and build mutually beneficial relationships within housing community
- Maintain cooperative working relationships with collateral agencies and service providers
- Ensure that referrals are handled in an effective and time-efficient manner
- Ensure that neighbourhood advisory meetings take place regularly if deemed appropriate avenue for community relations/engagement. Plan and participate in neighbourhood advisory committee meetings
- Explore and pursue other opportunities to be helpful in the neighbourhood, to enhance community relations
- Respond to neighbourhood complaints in a professional and timely manner
- Actively participate in committee work as it relates to homelessness and justice issues
- Participate in opportunities to speak on behalf of the Society

Marketing

- In consultation with Department Director, develop program marketing strategy that falls within the agency strategy and keeps the program positive in the public eye
- Inform/keep Dept. Director. aware of trends that influence/impact overall Department image
- Plan, implement, and evaluate effectiveness of all communications and marketing activities within program

Human Resources

- Support the effective recruitment of personnel, in compliance with HR P&P
- Support appropriate orientation and training of new staff, students, and volunteers
- Where appropriate, consult with Department Director on in-service and external employee training
- Support effective supervision and evaluation of staff, students and volunteers
- Provide direct supervision to other relevant staff, students, and volunteers, through annual performance appraisals and regular supervision meetings
- Put in place retention and recognition strategies to increase volunteer retention and satisfaction
- In collaboration with Department Director, ensure compliance with existing and newly developed operational and personnel policies, clinical practices and relevant legislative requirements

Financial Management

- Responsible and accountable for program budget implementation
- Work with Department Director to develop and review yearly program budgets
- Arrange and follow up on rent and any per diem processes with clients
- Support funder's budget submissions and prepare other funding applications as required
- Review monthly financial statements for program to ensure efficient and effective fiscal management
- Monitor expenditures and ensure program is operating within its budget

Property Management

- Oversee and ensure that the building and equipment is well-maintained and safe
- Coordinate and organize with Department Director any renovations that are required
- Maintain compliance with municipal, provincial and federal codes that relate to operations
- Ensure that an emergency preparedness plan is in place, and that all employees and residents are compliant
- Ensure safe work practices are followed and comply with all safety measures established in building
- Responsible for on-call duties as it relates to building and resident issues
- Responsible for implementation and follow-through of building rules and regulations, as well as resident compliance
- Responsible for overall maintenance of property

Administrative/Other

- Attend management meetings as scheduled
- Participate as required in Department strategic planning meetings
- Input on Department strategic priorities based on internal agency trends and external community trends
- Attend Board and Client Service committee meetings as scheduled and provide presentations as required
- Attend supervision meetings with Department Director as directed
- Complete other functions per Department Director request as required

Job Specifications/Qualifications:

- University Degree in Social Sciences or equivalent
- Three years' experience in a residential setting
- Experience in management, administration or coordination.
- Proven, strong written and verbal communication skills
- Excellent organizational and interpersonal abilities
- Demonstrated leadership ability
- Demonstrated ability in fiscal and human resource management
- Bilingualism considered an asset

Disclaimer: This job description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.