

# **Job Description**

## **Residential Coordinator – Windrose Supportive Housing**

**Classification: Residential Coordinator**  
**Reports to: CYS Department Director**

**Salary Range: \$56,920 - \$74,268**  
**Effective Date: 2018**

### **Job Summary**

Under direction of the Department Director, the Coordinator of the Windrose Program is responsible for the design, implementation and management of Windrose Housing program within CYS JHS, 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
- Ensure staff complete necessary assessment and case planning tools
- Ensure staff provides interventions and programming based on service model
- Develop and maintain all forms associated with program
- Maintain wait list and occupancy rates
- Complete 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 youth justice trends)
- 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 in neighbourhood
- Ensure that youth referrals are handled in an effective and time-efficient manner
- 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, youth and justice issues

#### **Public Relations/Communications**

- In consultation with Department Director, develop program marketing strategy that falls within the agency strategy and promotes a positive public image
- 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 employees, students and volunteers
- Where appropriate, consult with Department Director on in-service and external employee training
- Support effective supervision and evaluation of employees and students
- Provide direct supervision to relevant staff and through annual performance appraisals and regular supervision meetings
- Put in place retention and recognition strategies to increase employee 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
- Comply with all fiscal tracking processes
- Work with the Department Director to develop and review yearly program budgets

### **Property Management**

- Oversee and ensure that the Windrose building and equipment is well-kept and safe
- Coordinate and organize with Department Director any renovations that are required
- Maintain compliance with municipal, provincial and federal codes that relate to physical building
- 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
- Be responsible for on-call duties as it relates to building (and resident) issues

### **Administrative/Other**

- Attend management meetings as scheduled
- Participate as required in Department strategic planning meetings/process
- Input on Department strategic priorities based on internal agency trends and external community trends
- Participate in opportunities to speak on behalf of the Society
- Represent the agency through Board Client Services participation, community networks and committee meetings
- Attend supervision meetings with Department Director
- Complete other functions per Department Director request as required

**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.**