

Job Advertisement – Internal/External

Residential Coordinator Rita Thompson Enhanced Supportive Housing Program

TITLE: Residential Coordinator

CLASSIFICATION: Residential Coordinator / Level 4

EMPLOYER: John Howard Society of Ottawa

DEPARTMENT: Adult Justice Services

PROGRAM: Rita Thompson Enhanced Supportive Housing Program

LOCATION(S): Ottawa, ON

REPORTS TO: Director of Adult Justice Services

JOB TERM: Full Time - Permanent

SALARY: \$62,273 - \$84,618 annually plus benefits

LANGUAGE: Fluency in English. Bilingualism (English/French) will be considered an asset

HOW TO APPLY: Please include a full cover letter and resume by the deadline to:
Attention: **John Howard Society of Ottawa Hiring Committee**
By E-mail: hiringscommittee@jhsottawa.ca

CLOSING DATE: **Friday, May 31, 2019 at 5:00pm**

We sincerely thank all applicants who express interest in this position, though only those selected for an interview will be contacted. Those selected for an interview will be provided with a comprehensive job description.

The John Howard Society of Ottawa is committed to reflecting and responding to the diversity of the people and communities we serve, and is seeking that diversity in applicants for these positions

As the right candidate, you will bring positive energy, dedication, reliability, and discipline to your central responsibilities, which include:

- Effectively managing the day-to-day operations, property management and landlord functions associated with a JHS residential location (34-unit apartment building that provides enhanced supportive housing for chronically homeless clients who are living with complex physical, mental, and behavioural needs)
- Leading an interdisciplinary 24/7 staff team in conjunction with partnering agencies and their embedded staff.
- Managing relationships with multiple and multi-system funders/service contractors, and managing an on-site program partnership

You have a unique history. Does it include the education and experience listed below?

- University Degree in Social Sciences or equivalent
- Minimum 3 years' experience managing and leading large teams of people
- Minimum 3 years' experience working with chronically homeless individuals
- Minimum 3 years' experience working with clients in a residential/housing environment
- Progressive and varied experience in managing roles that include functions in fiscal and human resource management
- Experience effectively executing a multitude of tasks associated with overseeing a complex residential program.

If you're right for this role, you'll be a natural at:

- Leadership that aligns with JHS values
- Empowering and growing staff teams
- Communicating, including providing and receiving feedback
- Demonstrating exceptional writing skills
- Engaging in critical thinking
- Collaborating and working alongside fellow Coordinators
- Effectively organizing your time in order to juggle a variety of tasks
- Taking initiative and having pride in the quality of work that you do
- Exercising solid judgment, tact, humility, and diplomacy
- Finding creative solutions to provide seamless decision-making
- Being naturally curious, and always researching to find the best processes and solutions to support program growth
- Intentionally managing multiple competing priorities
- Working in a fast-paced, high-pressure environment that requires quick thinking and quick turnaround of accurate, high-quality deliverables

You'll stand out if you...

- Have previous experience in leadership roles that include managing a residence or housing setting
- Have experience with HR, finance, and property management
- Have experience working alongside Ottawa-based justice, homelessness, housing and health community partners
- Have field knowledge and experience working within the Ottawa housing service systems, and the legislation that governs these systems
- Align with Housing First and Harm Reduction philosophies of service and their application with previously chronically homeless individuals
- Are exceptional at working with multiple funders and varied stakeholders

- Have experience and comfort dealing pragmatically with serious occurrences
- Speak additional languages—bilingualism is considered an asset

You'll be prepared to.....

- Be on call for program serious occurrence reporting protocols
- Work flexible hours that can often include evenings and weekends
- Have ownership of a vehicle and/or ability to be extremely mobile to accommodate meetings in the community and internally at JHS sites
- Exercise extreme flexibility to accommodate fluctuating and varied program needs
- Provide a clear Criminal Record Check for Vulnerable Sector

Workplace hazards:

- May encounter aggressive and violent behaviours
- Will encounter highly intoxicated individuals
- May encounter verbal abuse
- In harm reduction workplaces there is potential to witness the use of illicit substances

Organizational Responsibilities:

- To promote the mission, policies and objectives of the John Howard society of Ottawa
- To carry out tasks in the best interest of our clients, empowering and fostering independence
- Uphold and promote our mission statement and core values
- Participate as an active and responsible team member always showing respect for others
 - Represent the organization in a professional manner, acting in the best interest of the clients

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. The incumbent may be asked to perform other duties as required.