



OPTIONS BYTOWN

380 Cumberland Street • Ottawa, ON • K1N 9P3

Last Reviewed: February 2021

Post: Manager, Housing First

Responsible to: Executive Director

Hours: 40 hours per week

Job Summary:

As a member of the management team, the Manager of Housing First is responsible for carrying out the policies and procedures of Options Bytown under the direction of the Executive Director. They are responsible for all aspects of the Housing First Program including the day-to-day operation of the team and ongoing staff support and supervision. The Manager of Housing First ensures that all funding objectives are met and the agency values are expressed in all aspects of team practice. The Manager maintains oversight to ensure that best practices are applied and that the Housing First team is supported in all aspects of their work.

Staff Supervision Duties

- Provide oversight for daily operations of the Housing First Team
- Support and assist Housing First staff in problem solving and crisis management
- Evaluate team training needs and identify and coordinate training opportunities
- Establish operational procedures and oversee coordinated team calendar
- Participate in the hiring, onboarding, orientation, training, supervision and disciplinary process of all members of the Housing First team
- Ensure even distribution of caseloads including temporary re-assignments of staff as required
- Perform ongoing support and supervision as well as scheduled performance appraisals
- Oversee electronic and written record-keeping activities such as case notes, incident reports, on-call logs, mileage claims, petty cash accounting, etc.
- Perform quality assurance and accuracy audits of staff documentation and record keeping
- Support staff to take pro-active steps around housing and eviction prevention
- Manage sick leave, vacation requests, and scheduling for the team

Other Duties

- Collect and report on required statistics to meet funder requirements, and ensure accurate records and reports are maintained and updated regularly
- Attend relevant meetings such as case conferences, community meetings, etc.
- Contribute to organizational processes such as strategic planning, evaluation, and other development initiatives
- Act as a liaison with community partners on behalf of Options Bytown
- On-call as per the Management Team roster
- Other duties as required upon request of the Executive Director

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Education and Qualifications

- MSW, BSW, or undergraduate degree in social work or relevant field
- Professional certification or membership in a professional order is considered a strong asset
- A satisfactory and current Vulnerable Sector Screening
- Bilingualism is considered a strong asset

Experience

- Minimum 2 years' experience in a supervisory or leadership role
- Minimum 2 years' experience in working with clients who have experienced homelessness
- Experience working in a Housing First program is considered an asset
- Proven experience working in community services relating to housing, mental health, and/or addictions

Key Skills and abilities

- Very strong ability to deal with complex, difficult, and/or urgent situations
- Ability to establish, maintain, and promote strong working relationships with community partners, and all Options Bytown staff
- Strong leadership skills with an emphasis on a team approach
- Excellent verbal and written skills
- Strong organisational skills to compliment staff management
- Ability to work well under pressure and with tight deadlines
- Ability to represent Options Bytown in both the community and at events
- Ability to identify social issues that clients of Housing First may face

Knowledge

- In-depth knowledge of principles of Housing First, Recovery, and Trauma-informed practice
- Strong understanding of the intersection of poverty, homelessness, substance use, mental health issues, and other social determinants of health
- Knowledge and application of Human Resource and staff supervision practices
- Knowledge of clinical supervision practices

Language and other Requirements

- Oral fluency and reading and writing abilities in English is required
- Oral fluency in French is considered a strong asset

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This Job Description is a summary of duties for the position of Housing First Manager, and is in no way an exhaustive list of duties.

Options Bytown is committed to providing quality services by establishing a qualified workforce that reflects the diverse population it serves. We encourage applications from all qualified individuals, including those with lived experience of homelessness, substance use, and/or mental health.

Options Bytown welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Accessible formats and communications are available for applicants on request by contacting our Human Resources and Corporate Support Officer at emccarney@optionsbytown.com

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