



Director of Programs

Full-Time (37.5 hours per week)

Accessible Housing creates opportunities for safe, affordable, barrier-free housing for Calgarians with limited mobility. Through outreach and residential programs, Accessible Housing provides housing and support, locates and obtains housing, and works to help individuals live safely in their homes.

Accessible Housing was established in 1974 as a non-profit and registered charity. Today, the organization delivers programs within several homes in communities and each one offers a different level of support. Accessible Housing's Residential Accessible Design (RAD) Renovations program is a free accessibility modification program, and the Bridge to Home program supports individuals with mobility challenges in scattered site housing, and provides 12-24 month case management. Accessible Housing is also taking the lead in raising the profile and knowledge of accessible housing by conducting policy, research and advocacy work. Accessible Housing created and manages AccessibleUniversity.com, an online hub that provides practical resources about residential accessibility. Accessible Housing also manages a free, online housing registry for accessible properties for rent or sale.

Accessible Housing is a proud partner in the RESOLVE Campaign, a unique partnership of nine social service agencies working together along with government, business and community leaders to raise \$120M to build affordable rental housing for 3000 vulnerable and homeless Calgarians.

Accessible Housing has experienced significant growth over the past three years. Its annual budget is currently \$4.2M, which will grow to \$6M with the opening of Inclusio in early 2018, a 45-unit home under construction on the edge of Confederation Park. Inclusio will offer 24-hour support including personal care, meals, and housekeeping.

For more information about Accessible Housing, please view our website at www.accessiblehousing.ca.

Overview

Reporting to the Executive Director, the Director of Programs will be responsible for the program excellence of Accessible Housing. The Director of Programs will lead and inspire a team of talented Program Coordinators and Managers and will oversee the development, budgeting of, delivery and evaluation of all programs including the RAD Renovations program, the Bridge to Home program and our homes in community. The Director of Programs will also oversee and direct operations and staffing of Inclusio, a new 45-unit affordable and accessible home for residents with limited mobility. Inclusio will be opening in early 2018.

The Director of Programs will work in collaboration with their team to define success, promote open communication, create strong morale and a feeling of belonging and care

for residents and staff. The Director of Programs will be the key external face of Accessible Housing in the community related to programs and will build strong relationships with stakeholders and community partners. As part of the Executive Leadership Team, the Director of Programs will participate in the development of Accessible Housing's strategic and operational plans and work with the Leadership Team on the implementation of these plans.

Principles and Values

- Effective collaborator with a high degree of caring, who is co-responsible to the organization and the team, is responsive to the needs of others, flexible with their thinking and actions while being appreciative of others. Accessible Housing has a unique and highly-valued culture with a high regard for gratitude, generosity of spirit and transparency. This shows up in actions and decision-making on a daily basis, and only individuals who share these values will be a good fit for the organization.
- Promote organization values, which are:
 - Compassion: genuine caring that motivates our response to the needs of others
 - Community: working together to create spaces of belonging
 - Leadership: the capacity to transform vision into reality
 - Empowerment: taking responsibility to see what is possible and make it happen
- Ensure that the programs follow a client-centered and strength-based approach.
- Demonstrate knowledge of organizational philosophy, work in an ethical manner, and represent the organization in a positive manner

Leadership

- Cultivate existing relationships with funders with the goal of ensuring sufficient resources, and access to services.
- Develop and implement strategies that will maximize the synergies among program areas, facilitate and foster collaboration with all programs within the organization and improve services provided to clients.
- Monitor the effectiveness of Accessible Housing's programs. Identify necessary changes and develop goals, objectives and activities to address those changes.
- In collaboration with the Program Coordinators develop, implement and evaluate annual program goals and strategies that connect with the organizational goals and strategic priorities.
- Use strategic thinking and problem solving skills to make decisions for the programs that take into account, the best interests of the clients, the program and the organization.
- Liaise with other professionals, community leaders, funders and organizations; develop partnerships with other community programs and provide relevant information to the Leadership Team and Program Coordinators.
- Ensure compliance with all Accessible Housing policies, relevant standards and contractual funder agreements.
- Act as a resource and advocate for Accessible Housing in the community.
- Act as the senior executive to the Leadership Team when the Executive Director delegates.

Team Management and Development

- Plan the delivery of the overall programs and activities in accordance with the mission and the goals of the organization.
- Develop new initiatives to support the strategic direction of the organization.
- Develop and implement long-term goals and objectives to achieve the successful outcomes of the programs.
- In collaboration with the Executive Director and Director of Finance and Administration, develop an annual budget and operational plans to support the programs.
- Develop a program evaluation framework to assess the strengths of the program and to identify areas for improvement.
- Develop funding proposals for the programs to ensure the continuous delivery of services.
- Provide leadership and supervision to the Program Coordinators.
- Reward and recognize staff for their contributions. Provide coaching and address issues when needed.

Program Management

- Ensure that program activities operate within the policies and procedures of the organization.
- Ensure that program activities comply with all relevant legislation and professional standards.
- Oversee the collection and maintenance of records on the clients of the programs for statistical purposes according to the confidentiality/privacy policy of the organization.
- Track and report monthly, outcomes for the program.
- Write reports on the program for management and for funders.
- Communicate with funders as outlined in funding agreements.
- Ensure that the programs operate within the approved budget.
- Ensure financial reports and supporting documentation for funders are prepared as outlined in funding agreements.
- Identify and evaluate the risks associated with the programs activities and take appropriate action to control the risks.
- Monitor the programs activities on a regular basis and conduct an annual evaluation according to the program evaluation framework.
- Report evaluation findings to the Executive Director and recommend changes to enhance the program, as appropriate.
- Other duties as required.

Qualifications

- An undergraduate degree in the human services and/or not for profit management fields or related university degree.
- 3-5 years' experience working as a director in a nonprofit setting.
- Demonstrated success developing and evaluating program models, and selecting and successfully operationalizing innovative programs.
- Demonstrated ability to solve complex problems and work under pressure in a changing environment with a high degree of professionalism and diplomacy.
- Strong business acumen and experience managing financial targets
- Knowledge of and experience in the homeless serving sector

- Experience working with individuals with disabilities is an asset.
- Knowledge of housing opportunities for individuals with physical disabilities and mobility issues.
- Excellent interpersonal, communication, and organizational skills.
- Ability to work independently and be flexible with changing needs/priorities.
- Knowledge of Microsoft Office programs.

Working Conditions

- The Director of Programs usually works in an office environment, but the mission of the organization may take them to various locations. He or she must have a valid driver's license and reliable transportation.
- The Director of Programs works a standard work week with the understanding that flexibility in their schedule may be needed to ensure smooth program operations and the ability to connect with various staff and to engage with the community. This may include working some evenings and weekends.
- The Director of Programs works in locations where he/she is in direct contact with clients and residents. This includes at-risk persons.

We offer a competitive remuneration and benefit package, and an equal opportunity work environment. To apply please submit your resume along with a cover letter by **4:00pm Monday, July 18th 2017 to:**

Email: marsha@accessiblehousing.ca with the subject line Director of Programs

No phone calls please. We thank all candidates for expressing an interest in this position and Accessible Housing. We will be in touch with those candidates demonstrating the best fit for the organization's needs. Resumes received will remain confidential.