



Manager 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 keep individuals in their homes and communities.

Overview

The Manager of Programs will provide overall leadership, coordination, oversight and support to the various programs and initiatives within Accessible Housing, with a focus on Bridge to Home and the RAD Renovations teams.

This position will provide day-to-day support, mentoring and coaching to various program staff, as well as ensure the safe and effective delivery of services to all clients. The Manager of Programs will ensure that actions align with program and organizational goals and objectives and that programs are developed and maintained in line with the philosophy, policies and strategic priorities of Accessible Housing.

This position requires attention to multiple areas of foci, including; overseeing annual budgeting of programs, funding contracts, and reporting; an active development, engagement, and intentional relationship building with stakeholders and key community partners; acting as a community advocate for accessibility within the social services sector and broader community of Calgary; ensuring that Accessible Housing is represented appropriately within the community.

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

- Welcomes the opportunity to make sound judgements independently, while managing multiple competing priorities in a frequently changing environment.
- As opportunities arise, propose and implement strategies that would improve service and supports provided to residents.
- Monitor the effectiveness of the Bridge to Home program, alongside the Bridge to Home Program Coordinator. Identify necessary changes and develop goals, objectives and activities to address those changes.
- Manage the RAD Renovations team, including all elements of performance management, team-building and oversight. Develop program guidelines and procedures in collaboration with the team.
- Develop trusted and progressive relationship with current programmatic funding partners and in-kind contributors, and work with the Director of Development to identify and cultivate new funding relationships specific to the RAD Renovations program.
- In collaboration with the Director of Programs, create, implement and evaluate annual program goals and strategies that connect with the organizational goals and strategic priorities.
- Use critical thinking and problem solving skills to make decisions for programs that take into account the best interests of clients, the program, and organization.
- Liaise with other professionals and partners, develop linkages to community resources and provide relevant information to staff.
- Facilitate and foster collaboration with other programs within the organization.
- Ensure compliance with all organizational policies and relevant standards.
- Reward and recognize staff for their contributions.
- Act as a resource for the organization in the community when needed.

Program Management

- In coordination with the Director of Programs, hire, train and supervise program staff for the RAD program. Provide support to the Program Coordinator of the Bridge to Home program.
- Provide day to day support, mentoring and coaching of staff, and coordination of regular team meetings.
- Review and approve staff timesheets, requests for vacation etc.
- In collaboration with the Director of Programs, develop and monitor program budgets.
- Track and report monthly, outcomes for the program.

Service Delivery

- In collaboration with Coordinated Access and Assessment (CAA), and through engagement with the team, coordinate the intake and assessment process for potential Bridge to Home clients, with the Bridge to Home Program Coordinator,
- Support staff to assist residents with the development of skills appropriate to the achievement of their goals.
- Maintain awareness of available services for clients and provide appropriate resources for caseworkers, when needed.

Qualifications

- Certificate, Diploma or Degree in human service field and 3 to 5 years of supervisory or management experience

- 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
- Knowledge of relevant community resources
- Excellent interpersonal, communication, and organizational skills
- Ability to work independently and be flexible with changing needs/priorities
- Knowledge of Microsoft Office programs
- Experience working with individuals experiencing homelessness under the housing first and harm reduction models
- Experience in supervising and supporting caseworkers who do intensive case management and ongoing client assessments
- Experience relating to Coordinate, Access & Assessment Placement Committee (CAA) including client placement and acuity scale
- HMIS expertise
- Prior experience working with individuals with mental health & addictions

Working Conditions

- The Manager of Programs usually works in an office environment
- The Manager 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
- Risks associated with working with “at risk” clients

Physical Requirements

- This position may require moving of furniture, and some light-moderate lifting, up to 20lbs

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 17th 2017 to:**

Email: marsha@accessiblehousing.ca with the subject line Manager 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.