



Program Coordinator - Newbridge

Full - Time (40 hours per week)

Accessible Housing opens doors for people with limited mobility to enhance dignity through accessible homes that are appropriate and affordable. By providing a continuum of housing and supports, we work to ensure that everyone has a home and belongs in community.

Program Description:

Newbridge is a Permanent Supportive Housing program that is founded on the principles of Housing First and Harm Reduction. Eligible residents must be above the age of 18, be experiencing chronic or episodic homelessness, and currently experience a form of mobility impairment. Newbridge is a congregate-style residence providing housing for 10 males with communal kitchens, bathrooms, and living spaces. Emphasis is placed on community building and healthy living.

Job Description:

The Program Coordinator – Newbridge is responsible for ensuring excellence in the delivery of permanent supported housing and case management services for Newbridge residents. As part of Accessible Housing's Leadership Team, this individual, along with the other Program Coordinators and the Management Team are responsible for coordinating and implementing Accessible Housing's operational plans.

Responsibilities:

Principles and Values:

- Promote organizational values: integrity, community, compassion and empowerment.
- Ensure that programs follow a client centered and strength based approach.
- Promote teamwork by creating a supportive, collaborative and open work environment.
- Demonstrate knowledge of agency philosophy, work in an ethical manner, and represent agency in a positive manner.

Leadership:

- Supervise the Newbridge team consisting of, 1 Case Manager, 1 Community Engagement Support Worker and relief staff.
- Provide day to day support, mentoring and coaching of staff, and coordination of regular team meetings. Create goals with individual staff to enhance their growth within the organization.
- Monitor, coordinate and promote staff training.
- As opportunities arise, propose and implement strategies that would improve service and supports provided to residents.
- Monitor the effectiveness of Newbridge programs. Identify necessary changes and develop goals, objectives and activities to address those changes.
- 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 the program that take into account, the best interests of the resident, the program and organization.
- Liaise with other health professionals and agencies, develop linkages to community resources and provide relevant information to staff, residents and families.
- Facilitate and foster collaboration with other programs within the organization.
- Ensure compliance with all agency policies and relevant standards.
- Reward and recognizes staff for their contributions.
- Act as a resource for the agency in the community when needed.
- Be an active member of the Accessible Housing Leadership Team.

Program/Facility Management:

- In coordination with the Director of Programs and Human Resources, hire, orientate, train and supervise all program staff.
- Review and approve staff timesheets, requests for vacation, etc.
- In collaboration with the Director of Programs develop and monitor program budgets.
- Maintain and reconcile all monies, including petty cash and gift cards at minimum monthly.
- Ensures adequate staffing and scheduling patterns.
- Responds to building and maintenance concerns in an effective and efficient manner.
- Communicate building maintenance issues to Director of Programs and the Director of Operations with recommendations for remediation.
- Coordinate a facility maintenance plan that includes repair, maintenance and replacement with the Calgary Homeless Foundation.
- Ensure the facility is maintained in accordance with all relevant codes and standards.
- Monitor functioning, safety and security in the building.
- In collaboration with the Community Engagement Support Worker, or other relevant staff, facilitate tenant-driven community-building activities.
- Address behavioral issues and conflicts as the need arises.
- Manage all third party vendors with regard to the facility.
- Build and maintain relationships with all necessary stakeholders, funding bodies, Homespace, etc.
- Track and report monthly, outcomes for the program.
- Ensure the Newbridge program meets the CAC/CHF accreditation standards.
- Work with the Director of Programs to prepare and lead the accreditation process.
- Monitor and ensure all clients files are in proper order.
- Produce reports to the Director of Programs as needed.
- When required, will backfill any open positions the Newbridge program may have.

Service Delivery:

- Attend weekly adult placement committee meetings through CAA, and in collaboration with CAA, and through engagement with the staff team, coordinate the intake and assessment process for potential Newbridge clients.
- Support staff to assist residents with the development of skills appropriate to the achievement of their goals. In collaboration with the staff and residents, support residents to develop goals to meet individual needs related to self-care, development of life skills, community integration, recreation and leisure and employment and education.
- Maintain awareness of available services for clients and provide appropriate resources to the Newbridge team, when needed.

Qualifications and Experience:

- An undergraduate degree in the human services related university degree.
- 1-2 years' experience as a manager/supervisor in a nonprofit setting.
- Experience managing day-to-day operations of a supportive living facility and working with individuals with disabilities is an asset.
- Knowledge of the homeless serving sector, "Housing First" and "Harm Reduction" models.
- Experience working with homeless individuals and persons with mobility impairments preferred.
- Demonstrated excellence in organizational and interpersonal skills, team building and coaching abilities.
- A strength-based, client-centered approach to client services.
- Valid Driver's License & Vehicle.
- Satisfactory Criminal Record Check.

Core Competencies:

- Adaptability: The ability to adjust planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment.
- Manages Change: The ability to implement and deal with change and creates the environment that helps people change.

- *Building Collaborative Relationships*: The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.
- *Decision Making & Critical Thinking*: The ability to define the issue, gather facts, consider possible solutions and selecting the best option.
- *Leadership & Team Focus*: The ability to organize, motivate and/or develop others. Works cooperatively and effectively with others to achieve common goals. Participates in building a group identity characterized by pride, trust and commitment.
- *Creative Thinking*: The ability to look outside the box and develop new strategies.

Working Conditions:

- The Program Coordinator duties are performed within the residence and in the community.
- The Program Coordinator must be able to be flexible with hours, and work evenings and weekends as required.
- The Program Coordinator is required to be on-call.
- The Program Coordinator is required to transport residents to appointments and community activities as required.
- The Program Coordinator will be working with some challenging residents in the facility, as well as taking them out into the community. StaySafe procedures must be followed.

Application Information:

Accessible Housing operates as an open, dynamic, highly functioning team which values compassion, community, integrity and empowerment. If you are looking for a rewarding career with an established and caring culture, please submit your resume along with a cover letter indicating your desired salary range to: resume@accessiblehousing.ca

Only those selected for an interview will be contacted.

Closing Date for Applications: Until suitable candidate is found.

Accessible Housing employees enjoy competitive compensation, extended health and dental benefits, a matching RRSP after one year of service, an accelerated schedule for earning additional vacation days, your birthday off, and a flexible work environment.