

External Posting

**Shelter Director, Haven House
Violence Against Women Prevention (VAWP) Program
\$80,080.00 – \$85,540.00/year**

Position Summary

The Shelter Director is responsible for the supervision of frontline staff and leads all operations and programming at the emergency residence, Haven House Shelter, to meet the needs of the women and children accessing the shelter. This includes staff scheduling and supervision, shelter operations, including local and regional crisis line, ensuring the health and safety of the shelter and oversees design and delivery of related client services. Haven House Shelter, as part of the VAWP Program of Manitoulin Family Resources, works within a harm reduction, feminist and intersectional framework following the vision, mission and guiding principles of the agency.

Working Conditions

- Work will generally be performed at the VAW Shelter Building in Mindemoya
- Hours will be undertaken during regular business hours with flex time permitted, and on call duties tended to as necessary.

Major Responsibilities/Duties:

General:

- Uphold the ethics/values of Manitoulin Family Resources Inc.
- Establish trust through positive role modelling and professionalism
- Provide leadership to the Shelter team and, by doing so, to the MFR team
- Lead implementation of the goals and objectives of Manitoulin Family Resources
- Maintain up to date awareness and knowledge of VAW concerns through accessing research, workshops and conferences (subject to funds)
- Respond to and investigate complaints regarding the delivery of service or program issues in a professional manner, consistent with the directives of funders and agency policies, in consultation with the ED or when designated to do so
- Carry out the directives of the ED as requested within the parameters of the vision and mission statements of the agency and in alignment with service contracts with funders.
- Ensure the physical resources needed for operations are in place for both programs through arrangements or delegation (i.e. client needs such as food), and in accordance with budgetary needs

Supervision:

- Ensure MFR ethics are upheld by the members of the teams (staff and volunteers); assist with the ongoing implementation of agency policies
- Lead all elements of shelter programs as per the Service Delivery Guidelines issued by funders
- Provide appropriate and regular supervision and direction through staff/volunteer meetings, supervision meetings and performance reviews where appropriate
- Provide case consultation when needed, incorporating sound clinical theories and providing guidance to staff in an educational delivery
- Handle crises in accordance with specified policies and procedures
- Update and maintain an annual case file auditing system

- Participate in the recruitment and hiring of Shelter staff and volunteers as established within agency policies and procedures
- Ensure all new staff and volunteers are provided with appropriate orientation training, as well as ongoing legislated training needs (i.e. WHMIS, AODA, etc.)
- Develop, implement and monitor staff schedules in accordance with funding limitations, health and safety, etc.
- Conduct annual performance evaluations and ensure training requirements of staff are provided as indicated by assessment and agency needs

Service Planning/Delivery:

- Develop and monitor results of program objectives as established through yearly planning
- Monitor the results of Ministry and agency developed client evaluations and feedback opportunities to assist with item above
- Identify and recommend solutions to service delivery gaps
- Ensure the implementation and maintenance of service policies and suggest improvements to foster respect for and diversity of those needing to access agency services
- Ensure agency and client documentation is completed within established guidelines and in keeping with the philosophy of the agency and requirements of funders and regulating bodies
- Provide direct client services in times of staff shortages or service overload as approved by the ED
- Assist with the organizing and delivery of program campaigns and fundraisers related to the sectors of VAW and Food Security, including Woman Abuse Awareness month and the Christmas Basket Campaign

Networking:

- Attend and participate on appointed committees relative to the provision of shelter services as required/requested
- Engage in/lead staff engagement in political action/public education activities for VAW with the larger VAWP program
- Actively and positively network with appropriate area services and service providers within the catchment area of the agency
- Actively and positively network with businesses and social service networks for the benefit and well-being of agency programs

Financial/Administration:

- Maintain the Operational Manual(s) to support program policies; make and draft recommendations to policy changes/updates/maintenance and in agreement with legislative requirements, for ED review
- Provide monthly reports (activity, infrastructure, health and safety needs, etc.) to the ED with information of the Shelter programs
- Ensure maintenance of statistical records (Shelter and related programs) required for funding in line with funding parameters, and complete relevant reporting as required
- Maintain a working knowledge, and assist with the development and maintenance of, program budgets for Haven House
- Remain fiscally responsibly in the delivery of programs of the Shelter
- Provide an annual program review report of Shelter and crisis line programs to the ED and Board of Directors
- Ensure staff/volunteer/agency compliance with Ministry/funder/public accountability reporting on behalf of the Shelter, including but not limited to Serious Occurrence Reporting
- Assist the ED with the development of relevant protocols with other agencies

- Assist with the agency's social media platform(s) to support VAW awareness and education in the community, with content approved by the ED

Other:

- Participate in webinars and training to continuously improve upon skillset and education on the issue of violence against women and children
- Ensuring staffing needs of the Shelter are met, in agreement with the Collective Agreement outlines
- Attendance at relevant meetings and events, as required
- Assume other relevant tasks and activities as required

Knowledge and Skills:

- Demonstrated knowledge of and sensitivity to the issues of violence against women
- Demonstrated knowledge of and sensitivity to issues facing Indigenous women and children
- Ability to identify problems and facilitate positive problem resolutions
- Ability to facilitate and maintain a team environment
- Ability to work in a crisis situation
- Excellent interpersonal skills
- Strong communication skills
- Strong organizational skills and the ability to multi-task and prioritize in a fast-paced environment
- Ability to monitor, develop and implement policies and procedures and operational guidelines

Qualifications:

- Degree in a related discipline or combination of experience and education
- Registration with the OCSWSSW
- 3-5 years' experience in a management capacity
- Strong interpersonal, coaching, and supervisory skills
- Current First Aid/CPR certification
- Financial management skills
- Expertise in conflict management and creative problem solving skills
- Valid driver's license, additional insurance as required, and access to a reliable vehicle
- Insurable driver's abstract and clear VSS required, in an ongoing capacity as condition of employment

We strive to foster an organization that reflects the diversity of the community we serve and welcome applications from all qualified candidates. We encourage applications from individuals from underserved and underrepresented cultural and racial communities, from First Nations, Inuit and Metis communities, Two-Spirit, LGBTQIA+ communities, and people living with disabilities. If you require an accommodation, we will work with you to meet your accommodation needs to ensure your equal participation.

Deadline for applications: Open until position is filled. *PLEASE NOTE: Due to the volume of applications, only those selected for an interview will be contacted.*

Please forward applications to:
Colleen Hill, Executive Director, Manitoulin Family Resources
chill@mfresources.net