



Campbell River & North Island Transition Society

PROVIDING SERVICES, SUPPORT, AND PROGRAMS TO WOMEN AND THEIR CHILDREN ON THE NORTH ISLAND

101-1116 Dogwood Street, Campbell River, BC, V9W 3A2 | Society Office: 250-287-7384 | Fax: 250-286-6252

May 2, 2022

Job Posting

Type: Internal and External

Position: Transition House Manager

Hours: Full time (37.5/week)

Status: non-union, management

Closing date: noon May 20, 2022

This position is located in Campbell River, BC, primarily focused on management of Ann Elmore Transition House program. The position includes human resource management, programming and staff supervision.

The position is full time including 6 weeks after hours, on-call to program participants of Rose Harbour throughout the year. As well you will provide management support to programs after hours every second month.

Qualifications:

- Undergraduate degree in a relevant field
- Minimum of 2 years work in supported housing / residential programming
- Minimum 1 year in a management position that includes staff supervision

The successful candidate will:

- adhere to a feminist analysis of violence against women and have a commitment to anti-oppressive practice.
- Have a strong working knowledge of violence against women
- Be able to work with women who are struggling with substance use and or mental wellness.
- Understand and be comfortable working within a harm reduction framework.
- Job description attached

Applications including cover letter and resume should be emailed to:

valery.puetz@annelmorehouse.ca by September 13, 2019

Job Description

Job title: TRANSITION HOUSE MANGER

Date: May 4, 2022

Author: Valery Puetz

Job Location: Ann Elmore House

Supervisor: Executive Director

Status: Management (Union Exempt)

Job Profile:

Job Summary:

The Transition House Manager works as a member of the Transition House team and in consultation with the Executive Director supervising and coordinating transition house programming, service delivery and staffing.

Job Duties:

- 1) Transition house programs;
 - Develop, implement and maintain operating procedures for the transition house
 - Participate in the development and amendment of policy and procedures in relation to transition house operations
 - Develop, implement and maintain programs for each client group within the transition house, i.e. addiction recovery, victims of abuse, children
 - Maintain resource materials
- 2) Supervision of service delivery;
 - Ensure appropriate service delivery to clients
 - Ensure application of policy and procedures
 - Ensure client confidentiality is maintained
 - Ensure a safe, warm and trusting environment
 - Develop, implement and maintain safety and security procedures
 - Provide back-up to on shift staff when off duty (shared with the Housing Manager)
- 3) Building and property maintenance and safety
 - Oversee building and equipment function
 - Report any malfunctions or repairs needed to the Executive Director
 - Ensure a safe environment for staff and clients
 - Monitor safety and fire drill procedures

- 4) Staff supervision;
 - Supervise transition house staff
 - Support transition house staff in the provision of services to clients
 - Supervise or delegate supervision of volunteers
 - Assign workload
 - Arrange staff schedules
 - Fill vacancies
 - Define or clarify job duties not specifically outlined in the appropriate job description
 - Authorize leaves in accordance with the collective agreement
 - Ensure application of the collective agreement (in consultation with the Executive Director)
 - Orient new staff
 - Participate in the planning and delivery of in-service training for staff
 - Complete employee evaluations on an annual basis
 - Coach employees regarding performance issues
 - Provide progressive discipline as needed, in consultation with the Executive Director
 - Work with the Executive Director in hiring and termination as required
 - Provide mediation between employees in conflict
- 5) Provide Direct service to clients
 - Provide supportive counselling
 - Provide conflict resolution
 - Act as an advocate for clients
 - Function as a Transition House Counsellor as needed
 - Participate equally in the after hours on-call to clients at Rose Harbour
- 6) Record Keeping;
 - Ensure the collection of statistical information
 - Ensure all documentation (client files, logbooks etc.) is completed accurately and appropriately
 - Prepare a monthly report for the Executive Director including occupancy and workload levels
 - Prepare reports (statistical and other) for inclusion with the Executive Director's report to the Board of Directors and the Society membership at the Annual General Meeting
 - Oversee the employee attendance records and leave banks
 - Ensure the maintenance of confidentiality
- 7) Financial
 - Participate in budget development
 - Ensure that program supplies (groceries, cleaning supplies etc) are within the approved budget
 - Ensure that client transportation costs are within budget

- Participate in the choosing of resource materials
- 8) Miscellaneous
- Abide by CRNITS code of ethics and philosophy
 - Abide by CRNITS Policy and Procedures
 - Maintain confidentiality according to Policy and Procedure
 - Maintain current knowledge of issues related to the abuse of women and children
 - Continue to upgrade skills through staff and professional development
 - Attend staff meetings regularly
 - Special projects as directed by the Executive Director
 - Other related duties

Working Conditions

This position is in a residential facility and requires a high level of adaptability. The work requires dealing with people in crisis situations and managing emergencies is an ongoing expectation. This position requires being accessible for staff backup at all times of the day and night and may require work outside of normal office hours, including weekends (this role is shared with other managers).

Human Profile

Technical Skills

Education

- Minimum 2 year post-secondary education in a relevant field
- Equivalent training and experience

Experience

- Minimum of 3 years in a residential facility preferably a transition house or women's recovery house
- Minimum 1 year in a management position
- Minimum 1 year in a position supervising staff

Qualifications/Training

- Emergency First Aid Certification
- Excellent written and oral communication skills
- Counselling and Crisis intervention skills
- Knowledge and understanding of abuse of women and children
- Leadership and supervisory skills
- Good interviewing and assessment skills
- Group facilitation skills
- Computer and office software literacy

Requirements

- Transportation
- Criminal Record check and Criminal Record Review
- Not in an abusive relationship for at least one year

Performance Skills**Mental Demands**

- Possesses and is able to apply a feminist perspective
- Ability to relate well to clients in crisis regardless of ethnic, religious, or socioeconomic status, sexual orientation, age, physical or mental ability
- Able to manage stressful work and fluctuating workload
- Able to make sound judgments
- Adaptable
- Has initiative
- Respectful in all communication with clients, staff and other agencies
- Organized and processes time management skills