



Manager of Emergency Shelter Services Job Description

Reporting to the Director of Operations, the Manager of Emergency Shelter Services (“the Manager”) is responsible for overseeing all the various DEWC shelter services and locations, effectively planning, coordinating, scheduling, managing, and directing the Emergency Shelter program employees. She will ensure that emergency shelter services meet the funding contract requirements as well as the philosophy, mission and mandate of the Downtown Eastside Women's Centre. The Manager under the direction of the Director of Operations is responsible for a range of human resources matters, handling emergent and routine issues. She will work collaboratively with the Manager of Drop In Services, the Manager of Specialized Services, kitchen staff at all sites, and volunteers, to ensure the smooth operation of the Emergency Shelter program.

Human Resources

- Oversees the recruitment, hiring, orientation, coaching, scheduling, evaluations, training and professional development of Emergency Shelter permanent and casual staff at all locations;
- Ensures adequate staffing levels including calling in relief workers;
- Implements staff orientation, evaluation, and staff development and training systems that are specific to the Emergency Shelter, staff needs and demands;
- Supports and supervises Shelter staff, maintaining utmost standards of feminist, anti-oppressive, and trauma-informed supervision and coaching;
- Ensures that shelter services and programming are delivered in accordance with the mission and mandate, funding contracts, policies and procedures, job descriptions, program requirements, and in line with DEWC priorities;
- Supports and supervises volunteers;
- Maintains up-to-date personnel, and health and safety practices, ensuring that they are in-line with the Collective Agreement, OHS and other relevant policies and legislation;
- Proactively and collaboratively engage in duties that benefit & centre the needs of members accessing all DEWC location services

Shelter Operations

Ensures day to day shelter operations, including ordering of supplies and ensuring the on-going maintenance and repair needs.

Primary contact with program partners including PHS ensuring compliance with MOU.

Participates in the coordination of special events and in-centre programming

In collaboration with the management and staff teams, reviews Emergency Shelter programs and services to ensure they meet policy guidelines, funding contracts, and reflect established priorities

Administration

- Ensure the programs reporting compliance including monthly reports to the DEWC newsletter, funder reporting requirements, quarterly board reports and annual report to the membership;
- Maintains and up-dates shelter operational documents and manuals, information sharing systems, including bulletin board lists
- Handle and respond to correspondence in a timely manner.
- Communicates maintenance and repair needs of the shelter program

Finances

- Works with the Management Team and staff in the creation of the Annual Budget and review of financial statements ensuring funds are expended in compliance with approved budget and funding contracts.

Governance

- Attends fundraisers, funders and other meetings as required by the contract or which support and/or benefits the operations of the Emergency Shelter Programs.

Other

- Other responsibilities that serve to ensure the smooth operations of the Centre and which may from time to time be required.

Qualifications required:

- Significant experience within the non-profit sector with at least 3 years experience in a management position.
- Experience supervising staff, preferable within a unionized environment
- Minimum 5 years related experience working with low-income women, at least 2 years in a women serving or inner city drop-in environment
- Must have a strong working knowledge and analysis of the issues impacting women in the dtcs, including violence against women, mental health, homelessness, and addictions
- Candidate must work from strong feminist analysis and within an anti-oppression framework
- Understanding of and practices a trauma informed care response when working with women
- Efficient organizational skills including record keeping, scheduling, and problem-solving abilities
- Demonstrated administrative skills, including report writing
- Strong conflict resolution skills and practice
- Demonstrated crises intervention training and experience
- Excellent communication skills required, including the ability to work in a respectful and cooperative manner with co-workers, and centre members
- Ability to work within a chaotic environment and with a diverse community of women
- A First Aid certificate is required
- Candidate must undergo a criminal record check
- Women with addiction issues need to be at least 2 years clean and sober

Position reports to: Executive Director