

## **Specialized Services Program Manager Job Description**

**The Program Manager is responsible for the day-to-day coordination of the Downtown Eastside Women's Centre Drop-In Centre specialized services programs. She oversees the day-to-day operations and human resources functions ensuring services provided are in line with the mission and mandate of the DEWC and in accordance with funding contracts.**

**Reporting directly to the Director of Operations, the Program Manager will work in collaboration with the Management Team to ensure integrated services operating in compliance with the mission and mandate of the Downtown Eastside Women's Centre. She will work from a feminist perspective and within an anti-oppression framework.**

### **Human Resources**

Oversees the recruitment, hiring, orientation, scheduling, evaluations, training and professional development of Specialized Services staff.

Supervision of Practicum students.

Supports and supervises specialized services staff to ensure that services are delivered in accordance with the mission and mandate, funding contracts, policies and procedures, job descriptions, program requirements, and with DEWC prioritize

Ensures personnel practices are up-to-date and in-line with the collective agreement and other relevant policies and legislation.

Implements staff orientation, evaluation, and staff development and training systems that are specific to drop-in, programming, and specialized services staff needs and demands.

Supports the HR Administrator with scheduling staff and ensuring adequate staffing levels including calling in relief workers.

### **DEWC Programming**

Works with program staff to develop and ensure specialized programming within the drop-in centre and emergency night shelter..

In collaboration with the management and staff teams, review Centre 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 information sharing systems, including bulletin board lists and operational documents and manuals and handle and respond to correspondence.

### **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 Drop-In Centre.

### **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, preferably 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 DTES, 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
- Demonstrated computer skills (Word, Excel, Outlook)
- 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 5 years clean and sober

Position reports to: Director of Operations