

POSTING

TEMPORARY SHELTER COORDINATOR

Temporary Full Time - Ending March 31, 2021
Varying shifts including overnights & some weekends
Homelessness Services

Responsible for all aspects of operations and supervision of the Extreme Weather Response Program at multiple locations. This position may be stressful at times. Managing time sensitive and emergency situations in an ever changing environment is an ongoing expectation. This position is an overnight position and may include other hours as needed outside of regular hours worked. This may include some weekend work to ensure staff are supported and trained appropriately to ensure client care is exercised with exceptional standards.

Providing staff with the tools to assist clients with complex needs, issues, and cleanliness will be a requirement of this position, therefore the right person for this position must be able to possess excellent de-escalation skills, treat each person dignity and respect, despite these challenges. Each situation and individual have different needs/challenges, therefore each person or situation must be handled with sensitivity, compassion and on an individual basis.

KEY DUTIES AND RESPONSIBILITIES

- Recruitment, training, supervision and ongoing performance management of staff.
- Scheduling and ensuring appropriate levels of staffing are maintained
- Work in partnership with a variety of diverse stakeholders including other social service providers, government agencies and community engagement; increasing awareness of homelessness.
- Is qualified and able to perform front line duties with staff.
- Serves as a positive role model to staff and church volunteers.
- Participates in the training of volunteers and new employees.
- Makes recommendations with regard to the development and evaluation of the program.
- Responsible for overseeing program budgets and invoicing
- Responsible for quality improvement reporting in conjunction with supervisory support
- Assists developing, revising, and implementing the program practice/procedure manual.
- Represents the agency at community committees, meetings, forums.
- Make certain of program supply maintenance.
- Attends staff team meetings and provides operational support to HS
- Participates as part of the program and management team and shows leadership to advance program and agency objectives.
- Adheres to and monitors staff compliance to the policies and standards of Options Community Services Society, as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.

QUALIFICATIONS

Education, Training, and Experience

- Previous Leadership Experience and asset. Consideration will be given to other related education and experience.
- Demonstrated competences working in the area of homelessness.
- Knowledge of promising practices related to Homelessness.
- Excellent communication, organizational and mediation skills.
- Demonstrated capabilities to work effectively with co-workers, clients and outside agencies.
- Valid First Aid Certificate
- Class 5 Driver's License
- On-Call duties required

Job Skills and Abilities:

- Ability to assume a leadership position within staff team.
- Ability to strategically plan.
- Ability to work in a team setting.
- Willingness to continue learning about homelessness.
- Established capabilities to effectively problem solve.
- Crisis Line experience an asset.

Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search preceding your start date.

Eligible applicants may be offered a casual position

CLOSING DATE: Resumes will be reviewed starting November 9th 2020 but the posting will remain open until filled.

PLEASE APPLY TO: Andrea Dodd, Program Manager
Options Community Services Society
13520 - 78 Ave Surrey, BC V3W 8J6
Email: andrea.dodd@options.bc.ca

No phone calls please.

Please include a cover letter clearly indicating the posting number [posting #A21668] and outlining your qualifications and related experience for the position.