

POSTING

Assistant Manager

Permanent Full Time 37.5 Hours per week

Assisted Living Program (Maple House)

The Assistant Manager of Assisted Living Programs is responsible for oversight of two congregate style community homes providing transitional housing supports for both adults and young adults who are living with mental illness and working towards the goal of greater independence. This position oversees the day-to-day operations, staff assignments and direction to ensure that the goals and objectives of the program are met. The Assistant Manager is actively engaged in direct service delivery, planning, development and implementation of services to support clients with activities of daily living, and life skills instruction.

KEY DUTIES AND RESPONSIBILITIES

- Adheres to the policies and standards of Options Community Services Society (OCS), as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.
- Monitors the daily operation of the programs and ensures quality control. Ensures program standards, guidelines and policies are met and maintained.
- Determines annual program goals and objectives in consultation with program staff, the Executive Director or designate, and funders.
- Maintain a working knowledge of mental health services, community services, resource persons and a wide range of mental health issues and initiatives.
- Maintains effective and collaborative working relationships with other community organizations to co-ordinate the provision of services, foster partnerships and collaboration, and exchange information. Represents the program and Options Community Services in the mental health and broader community.
- Provide support, training and direction to staff persons.
- Ensure that all reports/statistical materials are provided to the appropriate referents as requested.
- Ensures that accurate program and client records are maintained and that confidentiality is a priority. Ensures that all pertinent requirements and documentation is complete.
- Meets with staff individually and as a team to discuss program issues as well as, exchange information.
- Provide feedback and performance plans/evaluations on all staff persons on a regular basis.
- Ensures that WCB health and safety standards are maintained.
- Conducts entry interviews and screens all incoming referrals for appropriateness for entry into the program.
- Assists clients with activities of daily living, including cooking, budgeting, etc. Depending on client needs and abilities, may prepare meals, provide medication services, and provide laundry services as well as other hospitality services. Facilitates and may engage in physical, recreational and educational activities

with clients. May assist clients with attending appointments by either providing transportation when necessary, or teaching transportation routes/methods as required.

- Evaluates clients on an ongoing basis and develops service plans and strategies to meet client needs. Also ensures that the clients are active participants in this planning process.
- Able to recognize, analyze and strategize around potential emergency situations. Reports problems to supervisor and or proper authorities.
- Performs other related duties as required.
- Follow written and verbal directives from the immediate supervisor, Executive Director or designate.

QUALIFICATIONS

Education, Training and Experience:

- BA in related field or a related combination of education and experience (home support/residential care aide certificate/training).
- Previous supervisory experience; knowledge of supported housing models..
- 3-5 years experience working in a mental health setting
- Valid B.C. Driver's License and access to a reliable vehicle.
- Current Level I First Aid certificate required.
- Foodsafe certificate required.
- Lived experience is considered an asset.

Knowledge and Abilities

- Good organization, time and general management skills.
- Ability to work independently and as part of a team
- Firm understanding of harm reduction approach and its implementation in a community based setting.
- Demonstrated ability in crisis de-escalation skills applied in a team setting
- Demonstrated ability working with individuals living with substance misuse issues and or an untreated mental illness.
- Understanding of a trauma informed approach
- Knowledge of psychosocial rehabilitation practices
- Knowledge of program policy and procedures
- Knowledge and proficiency in relevant software
- Ability to work with clients living with mental illness.
- Ability to work effectively independently and in cooperation with others.
- Ability to communicate effectively, both verbally and in writing.
- Physical ability to carry out the duties of the position.
- Ability to observe and recognize changes in clients.
- Demonstrated ability to facilitate groups.

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

* An eligibility list will be maintained for up to 6 months. [Eligible applicants may be offered a casual position]

CLOSING DATE: Resumes will be reviewed starting November 23rd, 2020 but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO: Paula Church, Senior Manager, Mental Health Services
Options Community Services Society

Email: Paula.Church@options.bc.ca

No phone calls please.

Please include a cover letter clearly indicating the posting number #A21680 and outlining your qualifications and related experience for the position.