



Feeding hope. Changing lives.

Manager, Housing & Aftercare Job Description

Department: Programs
Branch: Women & Families Centre
Location: 616 E Cordova Street, Vancouver
Reports to: Director of Women & Families Programs

Job Summary:

The Manager, Housing & Aftercare is responsible for overseeing all aftercare and housing operations located at the Women & Families Centre, which includes all program development, operational, and personnel issues that arise. This position leads the housing and aftercare staff in creating a safe and empowering community, and ensures regulatory compliance and excellence in our abstinence-based transitional housing, fostering ongoing recovery and achievement of personal goals of tenants. In providing addiction and recovery expertise, you ensure program design is consistent with UGM's current philosophy of ministry: abstinence based, recovery oriented, trauma informed, biblically aligned, women centered, relationally focused, grace based, sensitive to Indigenous needs, and seeking in all manner to demonstrate the love of Christ.

As Manager, you liaise with service providers and others for the purpose of fostering collaborative relationships, and are a promoter and spokesperson for The Sanctuary's housing and aftercare recovery-oriented continuum of care. As a spiritual leader, you are a role model for your team, and you strive to enhance alumnae and tenant care and services that are consistent with UGM's vision and core values.

Main Duties and Responsibilities:

- Model Christ in word and deed.
- 30% - Manage, supervise, evaluate and coach staff, ensuring adherence to UGM's mission, vision, core values as well as The Sanctuary's specific culture and trauma-informed practice. Lead and facilitate team meetings, team building, staff training, Bible Studies, devotionals and special events. Care for staff by developing resilience, minimizing burnout, and fostering leadership and spiritual development.
- 30% - Develop, implement, monitor and evaluate programming, which involves researching and maintaining field knowledge. Develop and implement Housing operations and policies. Work in cooperation with the Housing Coordinator to deal directly with tenants as needed, and cover for other housing staff as needed.
- 10% - In collaboration with the Director of Women & Families Programs, oversee the strategic planning and visioning process.
- 10% - Network and partner with outside agencies, representing UGM as appropriate. Provide tours for donors and be the primary spokesperson for Sanctuary Housing and Aftercare programs.
- 10% - Administer branch budgets, vacation entitlements, implement policies and procedures, and submit reports as required.
- 10% - Ensure cooperation and coordination with inter-departmental staff and managers, promoting healthy and strong relationships with all UGM departments.
- Be part of the on-call supervisor rotating schedule.
- Adhere to all UGM published policies, practices and procedures, including Occupational Health and Safety.
- Perform other duties as assigned.

Knowledge, Skills and Abilities:

- Mature individual, committed to UGM’s Mission Statement, Core Values and Statement of Faith.
- A vibrant and growing relationship with Jesus Christ our Creator, as Saviour and Lord.
- Masters Degree in Counselling, Social Sciences, or Leadership from a recognized, fully accredited university or a Bachelor’s Degree coupled with a minimum of 5 years related working experience.
- Minimum of three years’ experience in a housing-related field; some or all must be in a recovery-based, abstinence-based context.
- Experience in developing and implementing women’s programs.
- Excellent knowledge of drug and alcohol, and mental health disorders with the ability to assess concurrent disorders required. Addiction and recovery certification preferred.
- Minimum 5 years’ experience in a recognized Christian ministry preferred.
- Other combinations of lived experience and education may be considered.
- Excellent English skills (verbal, reading and writing).
- Intermediate computer skills (Excel, Word and Outlook).
- Strong Emotional Intelligence skills, such as interpersonal sensitivity and tact, influence, and negotiation ability with management and staff.
- Demonstrated ability to deal with highly sensitive and confidential material and situations.
- Completion of Non-Violent Crisis Intervention Course.
- Technical Competency—Trauma-Informed Care (Level 4): Help identify negative events that have impacted the client’s functioning, and develop interventions that emphasize safety, choice, and personal control.

Behavioural Competencies:

- **Analytical Thinking & Decision-Making (Level 3)**
Gather, synthesize, and evaluate information to make well-informed, timely decisions with critical thinking and reasoning skills.
- **Christ-likeness (Level 3)**
Demonstrate the love of Christ in word and deed by living out the values of the Gospel.
- **Client-Centered Orientation (Level 4)**
Provide service excellence by focusing efforts on discovering and meeting needs within personal, professional, and organizational capacities and boundaries.
- **Delivering Results (Level 3)**
Remain self-motivated and focused until the best possible results are achieved, with passion and persistence despite obstacles, resistance, and setbacks.
- **Developing Others (Level 3)**
Facilitate and motivate sustained learning, create learning opportunities and resources, and promote and respect needs for ownership of learning outcomes.
- **Leadership (Level 3)**
Help others achieve excellent results and create enthusiasm for a shared vision and mission, despite critical debate and adversity.
- **Organizational Awareness/ Stewardship (Level 2)**
Emphasize the need to act as one organization by aligning all actions with UGM’s vision, mission, values, structure, and policies.
- **Collaboration and Network Building (Level 3)**
Identify and create external and interdepartmental interdisciplinary networks to support service delivery and achieve organizational objectives.

Working Conditions:

- **Work Location**
Work is generally performed indoors within an office environment, with standard office equipment available.
- **Physical Requirements**
Work is generally sedentary in nature, but may require standing, walking or reaching for up to 30% of the time. Employee is required to look at a computer screen and use a keyboard for up to 80% of the time. Must be able to lift up to 35lbs occasionally.

- **Work Conditions**

Working environment is generally favorable. Lighting and temperature are adequate. Work is performed amid normal conditions of dust, odors, fumes, and noises. Occasional environmental exposures to cold, heat, and water. This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.

- **Hours of Work**

This position works primarily Monday to Friday 9 to 5. Occasional weekend or evening work may be required.

- **Hazards**

Job requires frequent interaction with the public some of whom may be upset, abusive, and/or violent. Employee is required to hear information about clients' lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.

- **Other**

Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check and must submit a current Driver's Abstract.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities duties and skills required of personnel so classified.

Employee's Signature: _____

Name: _____ **Date:** _____

Supervisor's Signature: _____

Name: _____ **Date:** _____