



Feeding hope. Changing lives.

Manager, Stabilization & Recovery Job Description

Department: Programs
Branch: Women and Families Centre
Location: Vancouver, B.C.
Reports to: Senior Manager, Women's Recovery & Housing

Job Summary:

The Manager, Stabilization & Recovery is responsible for overseeing the Sanctuary stabilization and recovery programs. This includes program development, operational effectiveness and personnel issues that arise. You will strategize with the Senior Manager, Women's Recovery & Housing to discern and implement the vision for each program, nurturing vibrant organizational culture and spiritual health. You will assist in designing programs that utilize best practices and foster effective outcomes, as a leading service provider for women facing barriers and struggling with substance use.

The Manager, Stabilization & Recovery will provide addiction and recovery expertise to the Sanctuary Supportive Recovery team, providing the best possible care to our stabilization and recovery program participants. You will ensure that program design and implementation is consistent with UGM's current philosophy of ministry: abstinence-based, recovery oriented, trauma informed, biblically aligned, woman-centred, relationally focused, grace-based, sensitive to Indigenous needs, and seeking in all manner to demonstrate the love of Christ.

As Manager, you will liaise with service providers and others for the purpose of fostering collaborative relationships. You will be a promoter and spokesperson for The Sanctuary's stabilization and supportive recovery continuum of care. As a spiritual leader, you will be a role model for your team, and strive to enhance guest care and services that are consistent with Union Gospel Mission's vision and core values.

Main Duties and Responsibilities:

- Model Christ in word and deed.
- 10% - In collaboration with the Senior Manager, Women's Recovery & Housing, oversee the strategic planning and visioning process.
- 25% - Manage, inform and support staff, as a leader and spiritual role model. Monitor and evaluate; research and maintain field knowledge. Submit reports as required. Assist programs as time allows.
- 15% - Network and partner with outside agencies, representing UGM as appropriate. Provide tours for donors, and be the primary spokesperson for stabilization and supportive recovery programs.
- 10% - Administer branch budgets, vacation entitlements, implement policies and procedures.
- 10% - Lead and facilitate team meetings, team building, staff training, Bible Studies, devotionals and special events.
- 10% - Cooperate and coordinate with inter-departmental staff and managers.
- 10% - Lead the hiring, firing, annual performance reviews, training and spiritual development of staff.
- Adhere to all UGM published policies, practices and procedures, including Occupational Health and Safety.
- Be part of the on-call supervisor rotating schedule.
- Perform other duties as assigned.

Knowledge, Skills and Abilities:

- Mature individual, committed to Union Gospel Mission's Mission Statement, Core Values and Statement of Faith.
- A vibrant and growing relationship with Jesus Christ as Saviour and Lord.
- Master's Degree in Counselling, Social Work or other related Social Sciences from a recognized, fully accredited university or a related Bachelor's Degree coupled with a minimum of 5 years related working experience.
- Minimum 5 years' experience in a recognized Christian ministry preferred.
- Other combinations of lived experience and education may be considered.
- Excellent knowledge of alcohol and drug recovery and mental health disorders, with the ability to assess concurrent disorders. Addiction and recovery certification would be ideal.
- Management experience.
- Experience in developing and implementing women's programs.
- 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.
- **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.
- **Planning and Organizing (Level 3)**
Identify and prioritize tasks, develop and implement plans, evaluate outcomes, and adjust activities to achieve objectives.
- **Ethical Conduct and Professionalism (Level 3)**
Provide professional services with integrity, competence, responsibility, respect, and trust, which includes the development of professionalism and ethical behavior.

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 50% of the time. Employee is required to look at a computer screen and use a keyboard for up to 30% 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. Moderate overtime 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:** _____