



Houselink Community Homes is a leader in the field of supportive housing and recovery for people living with Mental Illness. We have the following opening for individuals interested in joining our progressive workplace:

Support Manager
Full time permanent
External Posting
Non-Union Position

The Support Manager is part of the Support Services leadership team and has the overall responsibility, at specified housing locations, for ensuring conditions that enhance the quality of life of the tenants that Houselink supports. The Support Manager oversees and supervises teams to ensure adequate coverage in the housing portfolio that supports healthy, safe environments and interventions in accordance with Mental Health Recovery and Harm Reduction principles. The Support Manager prepares in consultation with Director of Support Services an annualized budget, operates within budget and approves expenditures. In addition, the Manager, along with other Support Services Managers, is required to regularly monitor and evaluate the effectiveness of the organization's services to tenants and make changes when necessary in accordance with funding guidelines and relevant legislation.

As part of the senior management team, this position:

- Provides leadership with the organization
- Ensures optimum use of resources
- Recommends and implements strategic planning for the organization and department strategies that support the plan – including the identification and creation of policies and procedures necessary to ensure quality services
- Is accountable for the promotion and consistent application of Houselink's policies and practices to ensure the areas of responsibility adhere to and promote the mission and principles of the organization
- Promotes organization at external venues
- Identifies and participates in the growth and expansion of the agency including identifying human resource needs, program and partnership opportunities
- Leads and manages projects
- Establishes and maintains partnership
- Prepares and submits reports to funders
- Works collaboratively and cooperate with other members of the management team to ensure the organization operates efficiently and effectively
- Responsible for continuous quality improvement

The Support Manager will work to ensure that the appropriate quality and quantity of services is being provided to the residents; identify available resources and utilize them effectively, including staff, finances, the services of the maintenance department and outside services; and provide leadership to the staff team. Please note that this position involves some on-call, evening and weekend duties.

Skills, Knowledge and Experience Required

- Experience in management of complex direct service programs serving marginalized people
- Degree or Diploma in related field
- Preparing and managing non-profit budgets
- Hiring and supervising staff in a unionized environment
- Problem solving, trouble shooting and analytical skills
- Assessing program needs and developing effective responses
- Knowledge of current, relevant legislation
- Team work, team building and leadership skills including mentoring and coaching
- Demonstrated communication and presentation skills
- Able to relate to a broad range of stakeholders with tact and diplomacy
- Awareness of building maintenance and life safety systems
- Demonstrated knowledge and ability around program evaluation, documentation and accurate maintenance of program related records
- Demonstrated ability to work with Microsoft office

This is a permanent, full time, senior management position with a competitive salary and an excellent benefits package.

Job offers are contingent upon the successful completion of a Criminal Records Check. Houselink is committed to the hiring of staff with lived experience with mental health challenges. Therefore, the information obtained from the criminal records check will be used only for determining whether the applicant represents any potential harm to our service participants.

Please send cover letter and resume, Quoting File # SM-2019 Deadline to apply: June 24, 2019 by 5 pm to:

Houselink Community Homes, Hiring Committee
805 Bloor Street West, Toronto, ON M6G 1L8
Or email to info@houselink.on.ca

No phone calls please. Only those selected for an interview will be contacted.

Houselink has an equity hiring policy and is committed providing an inclusive selection process. Applications are encouraged from people with lived experience of mental health challenges and other equity seeking groups. Houselink will provide accommodation, upon request, to ensure a fair and equitable process.

Support Coordinator

Job Description

Incumbent:

Reports to: Support Manager

Date: January 2014

General Responsibilities

The Support Coordinator (Coordinator) is responsible for the delivery of support and program services within the designated housing portfolio. The Coordinator is responsible for day to day operations and decision making, while at the same time referring serious and important matters and issues to the Support Manager. The Coordinator will provide leadership within the housing program, and provide day to day oversight and work direction to front line staff. . The Coordinator will be responsible for all related administrative tasks and be the primary liaison with the project partners. In addition to core responsibilities the Coordinator also works on both short term and long term special assignments, partnerships and special projects that may vary from team to team.

Nature and Scope

The Coordinator reports to the Support Manager. This is a bargaining unit position. The Coordinator must have sound judgement in carrying out organizational policies and procedures. The Coordinator must be able to operate under pressure and may be required to be available to work outside of regular office hours The Coordinator will continue to attain and improve managerial skills and professional knowledge in poverty, mental health and addiction , criminal justice, housing and homelessness issues.

Skills, Knowledge and Experience

- Demonstrated leadership and supervision skills.
- Knowledge of the mental health & criminal justice system, homelessness, housing, poverty and relevant community resources
- Experience in program development and coordination
- Degree or Diploma and/or experience in related field
- Demonstrated written and verbal communication
- Strong administrative, time management and organizational skills
- Good interpersonal and team skills
- Problem identification (practical, individual and interpersonal) and related problem solving skills
- Experience in community development and networking
- Ability to liaise effectively and develop both internal and external collaborative relationships
- Experience in record keeping file management, data management including generating and working from data reports.
- Experience in practical assistance, basic life skills counselling, supportive counselling, crisis intervention, advocacy, and group work, including mediation and conflict resolution

- Familiarity with building maintenance issues and life safety systems
- Computer skills Including knowledge of Microsoft Office, as well as electronic record keeping systems, electronic assessment and monitoring tools and database management.

Specific Duties

Team Lead Responsibilities

1. Provide day to day oversight and work direction to staff; address specific performance issues as they arise, referring serious and/or persistent performance concerns to the Support Manager.
2. Maintain documentation of activities, conversations and correspondence related to performance. Report to and consult with the Support Manager concerning any performance related issues which could lead to Progressive Discipline under the Human Resources manual.
3. Provide input to probationary and annual performance evaluations working with the Support Manager.
4. Schedule shifts and time off of team members, office coverage, and/or relief workers ensuring adequate staffing. Assign workload and maintain equitable and effective workload distribution within the teams.
5. Approve time sheets of staff supervised,. Notify the support manager of any unusual circumstances or requests. For example lieu time exceeds 21 hours or vacation in excess of 5 days is carried over year end.
6. Review team files to ensure that the files are up-to-date and accurate and comply with Houselink's policy, and refer problems to the Support Manager. Ensure proper recording of information in all files; log books and incident reports when appropriate.
7. Participate in hiring committees to hire Supportive Housing Workers for the program and in other organizational hiring as required
8. Coordinate, organize and where appropriate provide orientation and training to new regular and part time staff
9. Ensure staff training and education needs are addressed
10. Act as a resource for information and referrals to team members
11. Coordinate team meetings
12. Assist and coach team members in problem solving related to support issues and back up staff when required. (i.e.: ie on difficult critical and non routine matters) Examples of this function may include: attending at case conferences; working with family members.
13. Address staff conflicts and refer unresolved issues to the Support Manager and participate in team building
14. Act as back-up, coach and support in decision making, and approve actions arising from after hours call.
15. Ability to ensure staff understand and comply with organizational procedures, policies and that staff engage in on –going policy development.

Financial, Administrative and Office Management

16. Review and approve all staff petty cash expenditures, and disburse and track petty cash float and TTC tokens and taxi vouchers
17. Prepare and submit own time sheets by the required dates
18. Verify and sign off on time/pay sheets for part time staff for Support Managers approval
19. Prepare and submit own travel and expense sheets on a monthly basis
20. Give first line approval to staff travel expenses
21. Administer(and approve charge back system arising from tenant repairs.
22. Monitor and track the status of the Rent Memo, oversee staff's pursuit of arrears payments, and approve rent arrear notices.

Program Services

23. Provide leadership to a team of Supportive Housing Workers to ensure that the program operates efficiently and effectively and other staff's responsibilities are completed (see below)
24. Be knowledgeable and up-to-date concerning trends, issues and information relevant to people in the target population(s) of the program
25. Inform the Support Manager of serious program matters , This includes any situation that involves risk to the physical or mental well being of a member and damage to or malfunction of Houselink property. In addition, keep the Support Manager informed on an ongoing basis about routine issues.
26. Staff and support partnerships, special projects and other assignments the details of which vary from team to team.
27. Coordinate and communicate with the project partners as required, including identifying and addressing problems in relationship, flagging issues for management attention, identifying solutions.
28. Handle first level complaints and requests for intervention from front line partners, maintain regular, agreed upon communication channels with front line partners, track and identify trends in partnership issues, bring to manager's attention and follow up as required.
29. Liaise with other departments including Property Services, Accounting, tenancy staff and other member services program staff.
Establish and maintain good working relationships with neighbours, including managing conflicts that may arise, and ensuring the rights of Houselink tenants are upheld.

Work with groups/communities:

28. Coordinate, oversee and attend group activities, events, settings, etc. to be used by the residents in the program in accordance with community development and engagement principles

Assigned building supervision

30. Monitor building physical plant for deficiencies, safety, and cleanliness in both owned and non owned buildings, ensuring that appropriate departments and parties address issues. This includes pest control, furniture acquisition and disposal, snow removal, and overseeing move ins and move outs . In some office locations this responsibility may also include ensuring that office space is equipped and supplied.

Reporting

31. Maintain building and community minutes files

32. Ensure team minute files are accurate, up to date and distributed to appropriate agency staff

33. Review t the preparation of Tenancy Documents, including support to staff in developing a strategy, attending and testifying at the LTB.

34. In critical and serious non routine incidents, coach and back up staff to manage the incident, including acting under the Mental Health Act, and coordinating with EMS, the Police, the Justice of the Peace, and the Coroner.

35. Document any significant problems, events, changes to services, problems, etc by preparing Incident Reports and other relevant reporting documents or forms.

36. Ensure that documents are correctly stored in order to maintain confidentiality

37. Keeps the manager informed and up to date on relevant issues including program issues, staffing, complaints and other items that arise from day to day operations.Organizational

38. Be knowledgeable about and act within relevant legislation including the Occupational Health and Safety Act, the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act (AODA), Residential Tenancies Act (RTA), Mental Health Act, the Child and Family Services Act, Personal Health Information Protection Act (PHIPA), housing Services Act, and Ontario Fire and Building Codes.

39. Be knowledgeable and up to date about how to navigate sectors within which Houselink operates, including the hospital system, the income support system, the court and justice system, and community services in order to coach and direct staff.

40. Adhere to the responsibilities of a supervisor under the Occupational Health and Safety Act.

41. Participate in and represent the organization at external committees and forums as assigned.

42. Participate in internal committees and/or activities relating to the organization (e.g staff, annual general meeting, social recreational events, etc.).

43. Assist and work with the Support Manager on special projects

44. Perform other duties as the assigned by the Support Manager and/or the Director of Member Services and Partnerships.

Signed: _____

Date:

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