



Full-Time Community Support & Outreach Program Manager (Non-Union Position)

For over 50 years, Nellie's has been providing shelter and support for marginalized women and their children in the Greater Toronto Area. We are mandated to operate programs and services for women and children who had or are experiencing violence, poverty, and homelessness. Nellie's works to lessen homeless for women and their children whether the cause is family violence, mental health, or any other reason that results in dealing with the impact from trauma. In addition to providing shelter, our programs are designed to reduce the isolation that often comes with abuse.

Our core operations involve our 38-bed emergency shelter for women and their children who are homeless or escaping violent situations. In addition to our shelter, Nellie's operates Community Support and Outreach programs that provides after care support and follow-up services to women and their children after they leave the shelter, as well as transitional housing support for women living in the community who are homeless or at-risk of becoming homeless.

Nellie's is currently looking to hire a Community Support & Outreach Manager to provide daily support in the operation of Community Support & Outreach (CSO) team, including in the areas of Community Housing Programs, Administration and Client Services. The CSO Manager ensures that staff members from the team have adequate resources and support to deliver client centered services from a feminist, anti-racism/anti-oppression framework. This position will manage the day-to-day activities of all the CSO staff, including Student Placements and Volunteers, etc.

Nellie's is committed to the development of an agency that reflects the women it serves. This position is open to all women*. Woman* signifies anyone who self-identifies as female, femme and/or woman. This includes transwomen, cisgender women, non-binary people who identify as femme or female presenting. Applications from equity seeking groups are strongly encouraged.

JOB DESCRIPTION

Operations & Program Support

- Provide effective management of day-to-day operations of CSO program.
- Support the case management process to ensure successful outcomes for clients and respond to crises as needed.
- Directly supervise staff to ensure efficient running of outreach programs.
- Working with the Program Director or her designate, assists in development and delivery of long and short term community support and outreach program goals and policies for Nellies in compliance with strategic directions.

- In consultation with the Program Director or her designate, develop new programs and services for women & children in the community, to meet demographic shifts.
- Oversee program activities.
- Ensure data collection is collected for reporting.
- Provide program and service information as needed to aid in fund development.
- Monitor, manage and respond to community relations and inquiries.

Supervisory Support to Staff Team

- Train and supervision of new employee, placement student and volunteer orientations
- Provide support & training opportunities to the staff team
- Conduct regular staff supervision, annual performance evaluation, and develop annual learning goal
- Maintain and organize all staff supervision files
- Provide guidance and support to staff, volunteers and placement students
- Establish good communication system between management and staff team
- Assist in the development of a professional growth and development program
- Facilitation of mediation between staff conflict

Community Relations & Program Participant Services

- Community outreach and promotion on Nellie's outreach program
- Support program staff to facilitate program participants in resolving multiple complex issues, when appropriate
- Liaise with community partners in establishing and maintaining a good relationship
- Work to resolve issues arising with community partners
- Provide program participant/staff mediation support
- Respond, manage and resolve program participants' complaints
- Work with staff to develop client safety plans, action plans, and debrief with staff around complex cases as appropriate

Administrative Support

- Provide assistance with preparation of correspondence, documents, reports and minutes pertaining to Nellie's
- Responsible to ensure document binders for Nellies are updated
- Support and review program budget
- Ensure program statistics are prepared and submitted to Program Director or her designate on a monthly basis
- Maintain good operational systems to keep track of program supports, activities and stats.
- Ensure data are collected and updated
- Work along with Program Coordinator to ensure the health & safety in place for all program participants and staff members
- Attend staff meetings and meetings as required.
- Responsible for posting of pertinent information for staff, volunteers and student placement positions.

- Complete incident report when it happens to the Program Director or her designate.
- Fill in WSIB forms when needed.

Human Resources

- Participate in the hiring of new CSO personnel.
- Approval of staff's timecard and approve staff's overtime and accrual on data base

General

- Adheres to all policies, procedures, guidelines, routines, and requirements of Nellies.
- Manages direct reports and supports their development as well as overseeing the areas they hold responsibility for.
- Maintains cooperative work relationships and participates in the general operation of the agency.
- Contributes to team building at Nellies by attending and participating in meetings/events.
- May be assigned other responsibilities, within reason, as determined by the Program Director.
- Depending upon the requirements of Nellies, prioritizing the responsibilities outlined may be required in consultation with the Program Director.

Other

- Complete other duties as directed by the Program Director or her designate
- Liaise and network with community groups.
- Community engagement if needed.

QUALIFICATION:

- Bachelor of Social Work (BSW) and/or equivalent experience and registered with the College of Social Services and Social Workers.
- Minimum of 6 years working in Social Services Sector and at least 6 years of experience in supervising staff
- At least 2 years of experience in project management
- A minimum of 7 years progressive leadership experience in Social Services
- Experience in and commitment to working within an anti-oppression framework.
- Experience in the social service sector ideally in an agency delivering counseling, crisis intervention or advocacy services.
- Demonstrates reliable professionalism in working across the organization.
- Strong workshop design and facilitation skills are an asset.
- Working knowledge of VAW sector, applicable legislation, and best practices within the sector.
- Knowledge of principles and processes for providing customer and personal services

- Administrative and organizational skills, as well as familiarity with MS Office and Google Workspace is strongly required.
- Develops and maintains constructive and cooperative working relationships with others.
- Flexible and adaptable; can work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions; demonstrated resourcefulness in setting priorities and guiding investment in people and systems.
- Analyzes information and evaluates results to choose the best solution to solve problems.
- Developing specific goals and plans to prioritize, organize, and accomplish work
- Ability to multi task and work well under pressure to meet deadlines
- Ability to work independently and in a multidisciplinary team
- Strong interpersonal communication skills and familiarity with local community organization is essential.
- Ability to work flexible hours; position may involve evening and weekend work
- Valid CPR/First Aid Certification
- One of the following certifications is an asset: CPI Certification / Mental Health & ASIST Certification / Certification in CBT

Hours: 35 hours per week. Monday to Friday, but may vary as needed (this may include evenings and weekends)

Date of Posting: September 12th, 2023

Deadline of Applications: September 26th, 2023

Nellie's is committed to the development of an agency that reflects the women it serves. Applications from Aboriginal Women, World Majority Women/Women of Colour, Lesbians, Bisexual Women, Transgendered Women and Women with Disabilities, Women who have experienced Violence and Consumer Survivors are strongly encouraged.

We regret that our shelter location is not physically accessible.

Please email your application to hr@nellies.org

Only those candidates selected for interview will be contacted. The successful candidate will be required to obtain a Police Records Check for the vulnerable sector.

This is a Non-Union position.