



Housing Manager

JOB SUMMARY: This is a full-time position with the Aboriginal Coalition to End Homelessness (ACEH) as a House Manager. Reporting to the Executive Director, the House Manager will provide full-time support, ensures day-to-day operations of the program are run in a professional and efficient manner with attention to confidentiality and compliance with the Society's mission, vision, values, and practice. The House Manager provides planning, coordination, and administration of the House. In addition, the House Manager provides non-judgmental support, advocacy, information and resource referrals to the House cohort. The House Manager maintains strong working relationships with and awareness of various groups within the community, and has specific knowledge regarding available community resources. This position is required to work in a stressful environment, often dealing with women in crisis situations. The ability to function independently and frequently under pressure, while managing situations, including emergency situations, is an ongoing expectation.

KEY RESPONSIBILITIES

- Plans for and provides one-on-one support, advocacy, mentorship, and resources to the House cohort
- Familiarize the cohort with various ACEH programming, including the environment and guidelines for living communally
- Facilitate positive relationships between the cohort and staff
- Provide information regarding income assistance, legal services, health issues, drug and alcohol services housing, parenting support, and other resources as requested
- Participates in life-planning and supporting the cohort to meet their goals and objectives
- Maintains respectful, effective, open, and honest communication with the cohort, and staff
- Provides group support, including facilitation of cultural-activities
- Provides group support, including facilitation of conflict resolution and mediation between staff and program participants
- Maintains management of the security of the House
- Maintains confidentiality, privacy, and record keeping in accordance with the PIPA and the Society's Act
- Manages staff scheduling, tracks employee hours, and submits timesheets to Payroll bi-weekly
- On-call all emergencies (including after hours), and responds on site in cases such as fire, flood, serious injury, or death
- Assists the recruitment, selection, and training of all new staff
- Provide input and recommendations to the Executive Director for project proposals and toolkit development
- Holds monthly check-ins with staff and provides guidance and coaching; evaluates the performance of program staff and identifies needs regarding personal and professional development

- Ensures all required paperwork is fully completed, copied to appropriate individuals/agencies, and filed
- Ensures the program functions within the operating budget for the year and assists the Executive Director in the preparation of the annual budget
- Acts as a liaison with the community and promotes community involvement in the program. Establishes relationships with the community and community agencies
- May represent the Society at community events and meetings
- Conducts studies, makes presentations, and maintains current awareness of developments in assigned areas of responsibility as they relate to the program
- Manages the safety and cleanliness of the building and inventory
- Implements and evaluates program planning, objectives, policies, and procedures
- Coordinates the delivery of land-based and sea-based outings, cultural activities and celebrations for residents
- Models effective and appropriate communication with the cohort and staff
- Leads staff development and training sessions
- Performs other duties as required

Skills and Ability

- Excellent ability to deal professionally, effectively and non-judgmentally with a broad range of personalities, needs, cultures and abilities.
- Excellent written and verbal communication skills
- Excellent organizational skills:
 - Solid time management skills, with the ability to complete and prioritize a variety of tasks within a given timeline, with adherence to important deadlines
 - Accurately track and submit program expenses, invoices, and stipends tracking
- Computer literate and solid understanding and use of Microsoft Office products.
- Ability to delegate tasks and also work collaboratively as part of a team.
- Interest in outreach work, a positive and encouraging individual who is flexible and reliable.
- Progressive understanding of persistent mental illness, addictions and other challenges and how these issues impact overall health, wellbeing, and quality of life.
- Understanding of the intergenerational trauma that occurs as a result of colonization, Residential Schools, Sixties Scoop, and other oppressive systems as well as the history of Indigenous peoples in Canada.

Preference will be given to a qualified candidate with Indigenous ancestry.

REQUIRED QUALIFICATIONS

Required to consent to the Ministry of Public Safety and Solicitor General Criminal Record Check prior to commencement of employment

Required valid Driver's License and vehicle

Required valid First Aid certificate

Education relevant post-secondary education and/or training in combination of a minimum of one year of management experience. Experience working with the cohort in a similar

environment is a definite asset. Education and credentials will be valued only as much as work experience.

Experience preferably one-year related management experience:

- Required experience or personal insights into working cooperatively and non-judgmentally with people with disabilities, lived experience, addictions, etc.
- Required experience working with Indigenous peoples and an awareness of the impacts of colonization.
- Preference given to those with experience working with non-profit organizations, family support, social services, and/or boards and committees.
- Preference given to those with experience in coordinating events and community engagement.

Rate of Pay: between \$59,000 and \$62,000 annually depending on experience. Two weeks holiday in lieu of 4% holiday pay.

Term: Position commences July 1, 2020. **Applications will be received until position is filled.**

Please send your resume and cover letter to operations@ACEHSociety.com and cc' director@ACEHsociety.com

Additional Information

WHO WE ARE: The Aboriginal Coalition to End Homelessness (ACEH) has a vision to lead long-term, systemic change to better meet the needs of our people living away from home and experiencing homelessness. Our work is centered on the voices of Indigenous peoples who have shared their immediate needs, lived experiences, and perspectives on solutions. Through research and experience, we have learned that a culturally-supportive model of care is key, and strategies that include cultural supports provide better outcomes in terms of transitioning and sustaining housing for Indigenous people experiencing homelessness. Our goal is to build a culturally safe community and provide opportunities for reconnection to family and ancestral lands, culture, and tradition, to strengthen Indigenous identity and purpose.

HOUSE TEAM: House Manager, Cultural Elder, Support Worker, Home Support & Outreach Worker, Kitchen Coordinator, Operations, Program Development & HR Manager, ACEH Executive Director