

Director, Shelter and Hospitality Services

Who we are looking for:

Reporting to the Assistant Executive Director, the Director, Shelter and Hospitality Services enhances the dignity and quality of life of our clients through assuming managerial responsibility for the planning, development, operation and execution of our shelter and hospitality services departments.

Our values of hospitality, compassion, faith and acceptance are demonstrated through the smooth delivery of various shelter and hospitality services which include overnight shelter, drop-in and a host of ancillary services aimed at improving the quality of life of those we serve.

Through responsible leadership and positive role modelling, you will collaborate in the development of values-driven programs that ensure the effective delivery of shelter, housekeeping, transportation and food services to our clients.

Additional duties are in accordance with the role description.

The ideal candidate has:

- Related post-secondary education, preferably in Social Work, Management or a related field.
- Minimum of five (5) years of experience with a demonstrated ability in management to lead and project positively and effectively to co-workers, volunteers and the general public.
- Strong customer/public relations and interpersonal skills with a hospitable, compassionate and patient demeanor.
- Excellent verbal & communication skills with the ability to listen to different points of view.
- An ability to appreciate the complexity and demands of 'hard to serve' individuals from diverse backgrounds.
- Demonstrated organizational, managerial, planning and time management skills.
- Ability to prioritize workload and to manage others while carrying out multiple projects at the same time.
- Demonstrated understanding of the issues affecting the homeless and disadvantaged.
- Analytical and IT skills (including MS Office) are an asset.

About Us

For some, Good Shepherd Ministries means Good Shepherd Centre, the place where you go when there's no money left for food. "There is always good food here and no one ever gets turned away," as one meal line guest said.

For others, Good Shepherd Ministries means transformation, a chance to start again through the Resettlement or DARE Programs. "You gave me hope and love at the time of my deepest despair," remembers one DARE client.

For all of us, Good Shepherd Ministries is a place that promotes human dignity. A place where people come first. A place where the 'last' - the homeless, the marginalized - come first of all.

If you are interested in applying for this position or if you would like more information on the role please forward your CV to employment@goodshepherd.ca or by post to:
Attn: Human Resources, 412 Queen Street East, Toronto, ON, M5A 1T3