



Title: **Manager, Residential and Client Support Services (Full time)**

Reports To: Senior Manager, Shelter, Hospitality, Housing Support Services

Department: Shelter and Hospitality Services

We are currently accepting application for Full Time Manager, Residential and Client Support Services for forty (40) hours per week.

Role Summary and Responsibilities:

Reporting to the Senior Manager, Shelter, Hospitality, Housing Support Services and Assistant Executive Director, the Manager, Residential and Client Support Services enhances the dignity and quality of life of our clients through his/her assumed managerial responsibility for the planning, development, operation and execution of residential and hospitality services that will assist Good Shepherd Ministries in responding to needs of the homeless, disadvantaged and marginalized in our community.

Through responsible leadership and positive role modelling, the Manager, Residential and Client Support Services contributes to Good Shepherd Ministries' commitment to ensure all clients are well received in a manner that is welcoming, hospitable and respectfully present to others, and affirms the dignity of our clients, the value and importance of our co-workers and the difference that they make in the lives of those we serve.

Job duties for this position include:

- To carry out all duties and responsibilities in accordance with the Mission, Vision and Values of Good Shepherd Ministries.
- To provide service in a dignified, respectful and hospitable manner that reflects the Mission, Vision and Values of Good Shepherd Ministries and which integrates non-discrimination/anti-oppression/anti-racism frameworks.
- To observe all health and safety rules and regulations and to work in a manner that minimizes risk to clients, co-workers and others as well as to the property of the Good Shepherd Ministries.
- To comply with work scheduling and attendance requirements according to policy and practices.
- To act as an important communication centre for co-workers and service providers/users.
- To provide effective supervision and performance feedback to assigned co-workers on an ongoing basis.
- To schedule co-workers as appropriate.
- To assist the Senior Management in reviewing and verifying the accuracy of all required documentation i.e. City of Toronto's Shelter Management Information System (SMIS) database information, 'Common Assessment Tools', etc. prior to its transmission to the City.
- To maintain documentation in compliance with all regulatory bodies and policy requirements, and to assist the Senior Manager, Shelter, Hospitality, Housing Support Services with the compilation of statistical records and periodic reports.
- To participate in the financial planning/budgeting process for Shelter and Hospitality Services as well as for Barret House and St. Joseph's Residence.
- To collaborate with other program managers/departments to improve communication and cohesive service delivery throughout Good Shepherd Ministries.
- To participate in the orientation, training, scheduling and supervision of volunteers assigned to the department.
- To implement all required Standards as directed, i.e. Shelter Standards, Medical Officers Standards, Food Safety Standards, Health and Safety Standards, Privacy Standards and Policy requirements.

- To assist the Senior Management in responding appropriately to client comments, concerns, suggestions and/or complaints.
- To monitor clients' care plans to maintain a high standard of service delivery.
- To be present in the Dining Room during Drop-in and meal service as required and to assist the Senior Management with the maintenance of good community relations within the neighbourhood.
- To provide hands-on assistance and direction to the co-workers and clients of Barrett House and St Joseph.
- To participate in the visioning and strategic planning process of Good Shepherd Ministries as required.
- To generate ideas and suggestions for improved service delivery, program enhancement and enhanced teamwork capabilities among co-workers and volunteers.
- To participate in regular co-workers and clinical meetings and to represent Good Shepherd Ministries at external meetings as directed.
- To participate in yearly program planning and ongoing evaluation of services as directed.
- To respect and protect the confidentiality of service user information, as well as all other information that is sensitive in nature to the operation of the department, Good Shepherd Ministries, co-workers, volunteers and others.
- To maintain the confidentiality and ethical standards of Good Shepherd Ministries at all times.
- To perform any other related tasks that may from time to time be assigned by Senior Management.

Skill, Nature and Scope:

- Actively practices the Mission, Vision and Values of Good Shepherd Ministries.
- A Degree from a post-secondary institution preferably in Social Work, Management, or related field.
- Minimum five years of experience with a demonstrated ability in management to lead and project positively and effectively to co-workers and volunteers and the general public.
- Strong customer/public relations and interpersonal skills with a hospitable, positive and patient demeanor.
- Demonstrated strong organizational and effective time management skills.
- Demonstrated skills in conflict resolution.
- Excellent verbal and written communication skills.
- An ability to appreciate the complexity and demands of 'hard to serve' individuals from diverse backgrounds.
- Ability to prioritize workload and to manage others while carrying out multiple projects at the same time.
- Statistical analysis skills are assets.
- Demonstrated ability to take initiative, work independently and contribute to a team environment.
- Strong computer skills.
- Excellent written communication and interpersonal skills to maintain team work with the ability to communicate effectively with individuals from diverse backgrounds.

Please send application and resume to employment@goodshepherd.ca OR by regular mail: to the attention of Human Resources, 412 Queen Street East, Toronto, ON, M5A 1T3.

Thank you for those who applied, however, only those selected for interview will be contacted.