

*YWCA Toronto transforms lives. As the city's largest multi-service women's organization, we help women escape violence, move out of poverty and access safe, affordable housing.
We work tenaciously to break down barriers that hold women back from achieving equality.*

Internal and External Job Posting
Associate Manager of 1st Stop Woodlawn Shelter
JOB ID: STOP0368

Employment Type:	Full-Time, Permanent
Work Hours:	35 hours per week (includes Evenings and Weekends) (Per Management Hours of Work Policy)
Salary:	\$60,525 to \$70,792 annually (M8), plus comprehensive benefits
Location:	80 Woodlawn Avenue East, Toronto, Ontario M4T 1C1
Application Deadline:	Monday, November 9, 2020

JOIN OUR TEAM

YWCA Toronto strives to uphold anti-discrimination practices and anti-oppression principles to ensure that the rights of all individuals are respected and protected. We work to promote a climate that is welcoming of all women and individuals who identify as trans, intersex, non-binary, agender, and/or Two-Spirit. We encourage applications from women and gender diverse people from all races, ethnic origins, religions, abilities and sexual orientations.

This management position supports the Manager of 1st Stop Woodlawn Shelter and Choices for Living program and staff to create a safe and inclusive environment and in the overall operation of a 50-bed shelter and 12 transitional beds. This also includes the direct oversight of the 1st Stop Woodlawn Shelter kitchen and the Transitional Housing Support Program.

ABOUT YWCA TORONTO – 1ST STOP WOODLAWN

There are five main components to the service delivered by 1st Stop Woodlawn Shelter. The program provides 25 shelter beds to young women (16 – 25 years of age); 25 shelter beds to women 26 years and older; 6 rooms in Second Stage Supportive Housing for mature and/or senior women and 6 second stage rooms for young women not ready for independent living. The Housing Help program provides advocacy referral and support to residents in the shelter and to those who have moved into the community. The Transitional Support program provides aftercare to residents and their children providing support through group work, counselling and connecting women to supports. The Ministry of Health Rent Supplement Program provides housing and support to women with mental health issues.

KEY RESPONSIBILITIES

- Supervises the 1st Stop kitchen team, front desk staff, and transitional housing support person and relief support team. This position will also support permanent and sessional staff who focus on supporting shelter residents and ensure safety and security in an integrated community;
- In the absence of, or as assigned by the Manager, ensures that appropriate services and programs are delivered as designed by the 1st Stop Manager to support all residents, to maximize their health and well-being;
- Maintains financial records in accordance with the City of Toronto and other program funders and the policies, procedures and practices of the association;
- In collaboration with the Manager of 1st Stop Woodlawn, ensures that all program facilities conform to the standards set out by funding agreements and government legislation; that staff and tenants adhere to building and fire codes, occupational health and safety and other relevant regulations that affect program safety;
- Participates in ongoing program evaluation and assists in the preparation of all Program Reports.

QUALIFICATIONS

- In-depth knowledge of concepts, theories and practices related to a regulated Mental Health or Health service delivery field, normally acquired through the completion of an undergraduate degree in Social Work, Psychology, or other relevant discipline (**Cases for Equivalency will be considered**);
- Three to five years direct experience working in a shelter environment (or equivalent) providing support to individuals living with experiences of homelessness, poverty, violence/trauma, and concurrent diagnosis;
- Supervisory experience required;
- Working knowledge of the Toronto Shelter Standards;
- Knowledge and understanding of harm reduction approaches as a method of intervention;
- Working knowledge of legislation that includes the Ontario Human Rights Code, the Mental Health Act, and Child and Family Services Act;
- Demonstrated ability to facilitate strong service delivery partnerships and foster inter-program relationships, including strong conflict mediation skills;
- Knowledge of group social work best practices;
- Demonstrated community engagement strategies that include creative ways of fostering leadership and capacity building in team;
- Demonstrated ability to understand clinical case management support functions for women.
- Previous work in a diverse, unionized environment an asset;
- Excellent written and oral communication skills are essential;
- Demonstrated conflict resolution, crisis intervention/prevention, counselling, and coaching skills;
- Demonstrated leadership skills, including problem solving, organization, time management, and capacity-building skills;
- Ability to work both independently and as part of a team in the planning and delivery of services;
- Knowledge of current computer applications is necessary, e.g. Windows XP Professional, Office XP Professional.

Note: This is a 24-hour, 7 day a week program that requires flexibility in work hours in order to supervise the team and respond to program needs. The regular schedule for this position is Evening and Weekend hours. The position also shares on-call duties and covers for staff absences, when required.

HOW TO APPLY

Please submit your cover letter and résumé to: Maria Moutsatsos, Manager of 1st Stop Woodlawn Shelter and Choices for Living Program at woodlawnjobs@ywcatoronto.org.

Please quote JOB ID number STOP0368 and your name in the subject line.

Please note: A vulnerable sector police reference check is required by the successful candidate prior to hiring. YWCA Toronto is a unionized workplace. Staff are represented by CUPE Local 2189. This position is not within the Bargaining Unit. Please indicate on your cover letter, if you are an internal candidate. For internal applicants, this position is secondable.

YWCA Toronto promotes the principles of anti-oppression and adheres to the tenets of the Ontario Human Rights Code. We encourage applications from women and gender diverse people of all races, ethnic origins, religions, abilities and sexual orientations.

YWCA Toronto provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted, please advise us if you require any accommodation. While we thank all candidates for their interest, only those selected for an interview will be contacted.

YWCA Toronto is a Scent-Sensitive Workplace

Posting date: October 29, 2020