



Vernon Women's **Transition House** Society

## **Employment Opportunity** **Residential Programs Manager**

**We are inviting applications for the position of Residential Programs Manager**  
**This position is full time (35 hours per week) and excluded from Union Membership**  
**Competition # 2018-005 – The closing date Monday, February 05, 2018**

**“Women will live with dignity and respect, free from violence and abuse”**  
*The Vernon Women’s Transition House Society provides a wide range of supportive services for survivors of domestic and sexual violence. We provide shelter, counselling, child and youth advocacy, outreach services, and collaborative community projects.*

*We strive to retain a grassroots atmosphere of women helping women.  
Our work environment is casual and based on team work.*

### **Job Summary:**

Primarily responsible for managing the Society’s Residential Programs. The Residential Programs Manager oversees the Transition House, including the Teen and Parole programs, the Support to Young Parents Program and other programs as assigned.

### **Qualifications - Education, Training and Experience:**

- Masters Degree in social work or related field.
- Thorough knowledge of the issue of violence and abuse against women and children with a client centered counselling approach.
- Understanding of and commitment to work from a feminist perspective.
- Experience in a Transition House setting with extensive program development and supervision experience. Understanding of management in a unionized environment. Commitment to ongoing education and development.
- Three to five years of progressively more responsible (residential) program management experience, preferably in a Transition House setting.
- Demonstrated knowledge of specific program, legislative, policy, provincial and other government frameworks and systems, financial management, labour relations.
- Competence working with diverse groups, i.e. Board of Directors, staff, volunteers, government agencies and variety of funders.
- Training or experience with a focus on operational/administrative management, planning, organizing, human resources, communication and counselling skills.



**Skills & Abilities:**

- Demonstrated teamwork, leadership and supervisory skills.
- Commitment to participatory and collaborative management style.
- Ability to foster community partnerships and work cooperatively with other agencies.
- Strong cultural competency and socially inclusive practice.
- Ability to manage stressful, emergency and crisis situations.
- Ability and willingness to participate in meetings, conferences, and other events outside regular working hours.
- Ability to function independently and frequently under pressure, in an often chaotic environment, while managing multiple projects and deadlines.
- Ability and willingness to adapt to a flexible work schedule, depending on the needs of the programs and staff.
- Excellent oral, written, facilitation and interpersonal communication skills.
- Excellent time management, planning, organizing and administrative skills.
- Proficient in basic computer applications, including Microsoft Office.
- Valid Driver's license and availability of personal vehicle for work purposes.

**Key Responsibilities and Duties:**

Under the direction of the Co-Executive Director of Programs, the Residential Programs Manager will:

1. Ensure effective program and service delivery consistent with the Society's mandate, policies, legal and budgetary requirements. Ensure compliance with contract and grant obligations.
2. Be responsible for planning, monitoring, and evaluation of existing programs, as well as recommendations for development of new programs and participation in applications for funding.
3. Participate as a member of the Leadership Team in the development of strategic and operational plans, as well as policies and procedures relevant to areas of responsibility.
4. Participate in a rotating schedule to take calls from residential staff at the Transition House and Casimir Court locations after regular working hours and provide guidance with respect to client service delivery, staffing and emergency responses. May respond to emergencies at the residential facilities in-person or provide approval to call in additional staff.
5. Participate in all human resource and labour relations activities, including hiring, supervision, performance appraisal, discipline, grievance resolution, arbitration and discharge. May participate in union negotiations in consultation with the Co-Executive Directors.



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6. Provide support, information, training and consultation to staff. Ensure opportunities for team building, mentoring, and peer consultation between program staff. Foster a supportive work environment where contributions from all staff members are welcomed and valued.
7. Monitor service delivery to clients to ensure a high level of consistency, quality of service and suitability of program activities.
8. Develop evaluation and accountability mechanisms for program areas in consultation with program staff.
9. Act as a liaison to funders with respect to service delivery and contract obligations.
10. Participate in developing and monitoring program budgets in consultation with the Co-Executive Directors with input from program staff.
11. Participate on various internal and external committees, working groups and associations. May be required to attend Board Meetings and Board functions.
12. Develop and maintain effective, appropriate relationships with government officials, donors, community groups, etc.
13. Collaborate with other community organizations to coordinate services for client groups ensuring compliance with privacy legislation.
14. Responsible for promoting the client group, the Society and its services positively and professionally in the community.
15. May represent the Society at community and fundraising events or other official functions as directed. Prepare reports, conduct special studies, and make presentations as required.
16. Engage in ongoing professional development on the issue of violence and abuse against women, children and teens, management studies and human resource/labour relations issues.
17. Performs other related duties as required.

**Additional Information:** This position requires

- A satisfactory Enhanced Criminal Record Check.
- A valid driver's license and availability of personal vehicle for work purposes.

**To Apply:**

Please submit resume with cover letter to [hr@vwts.ca](mailto:hr@vwts.ca) quoting **Competition # 2018-005** in the subject line. *Closing date February 6<sup>th</sup>, 2018*

While we appreciate all applications, only candidates selected for an interview will be contacted.