



Employment Opportunity - Ontario Division

Job Title:	Program Services Manager	Competition #:	
Department:	Maxwell Meighen Centre	Status/Position Type:	Full Time Permanent
Compensation:	Grade 5	Unionized:	No
Ministry Unit:	Maxwell Meighen Centre	Date posted:	March 3, 2023
Address:	135 Sherbourne Street, Toronto, ON	Posting Expires:	March 17, 2023

APPLICATIONS ACCEPTED BY:

Email: brad.sider@salvationarmy.ca

Attention: Brad Sider

Please, no phone calls.

MISSION, VISION AND VALUES:

The Salvation Army is an international Christian church. Its message is based on the Bible; its ministry is motivated by love for God and the needs of humanity.

Mission Statement

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

Vision Statement

We are an innovative partner, mobilized to share hope wherever there is hardship, building communities that are just and know the love of Jesus.

Core Values:

Hope: We give hope through the power of the gospel of Jesus Christ.

Service: We reach out to support others without discrimination.

Dignity: We respect and value each other, recognizing everyone's worth.

Stewardship: We responsibly manage the resources entrusted to us.

TERMS AND CONDITIONS:

Overall Service Responsibilities:

Case Management Program

- Creates, monitors and implements Case Management Policies in consultation with the Director and the Program Services Director.
- Responsible for the implementation and oversight of client intake and case management process using Housing First approaches and processes.
- Understands and embraces Critical Time Intervention as a case management model and supports the Case Management Team in their direct work with clients and in brokering community supports.
- Completes statistical data and other reports as required by the Director.
- Chair of Case Management Team meetings; represents the Case Management Team to other members of the shelter staff, at staff meetings, etc.
- Responsible to participate in On Call coverage.

Direct Case Management

- Carries a caseload and provides direct case management services to 5-10 residents.
- Responsible for liaising with external agencies, making and accepting community referrals as required.
- Responsible for maintaining and updating client files.
- Advocates on behalf of the shelter clients and ensures that best possible services are provided.



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Case Management Staff Supervision

- Supervises Case Management staff ensuring provision of effective case management services.
- Conducts regular formal supervision and annual PEAC appraisals with all members of the Case Management staff.
- Responsible to define tasks, responsibilities, policies and procedures for the members of the Case Management staff.
- Identifies educational and training needs of Case Management staff and coordinates training opportunities.
- Responsible to supervise MSW students placed at the shelter through Toronto Housing & Homeless Supports.
- Serves as a resource to the Case Management team.

Program Services

- Identifies, develops and coordinates external community partnerships that contribute the resident experience
- Assists with internal program development in coordination with other members of the management team
- Assists in coordinating staff events and celebrations

Assistance with Employee Relations

- Participates in the recruitment, selection and orientation for the Case Management & Housing staff.
- Recommends disciplinary actions including termination in concert with the Director of Employee Relations, THQ/DHQ standards and the Employment Standards Act.
- Organizes and assists with staff training in accordance to the facility policies.

Assistance with Finances

- Prepares the Housing Services portion of the annual budget in consultation with the Director.
- Assists with the monitoring of financial expenditures in the Housing Services department as per yearly budget projections.
- Responsible for the approval and distribution of client assistance funds in accordance with policies set by TSA and Toronto Housing and Homeless Supports.

ORGANIZATIONAL RESPONSIBILITIES

- Adheres to standards that are consistent with the values & philosophy of The Salvation Army, Toronto Housing & Homeless Supports and the shelter.
- Member of the Management and Program Management Teams.
- Reads and complies with the Policy and Procedures Manuals.
- Understands and adheres to policies set by funding bodies (i.e. Toronto Shelter Standards) and works in compliance with such guidelines at all times.
- Participates in authorized seminars and training sessions as requested.
- Ensures that Case Management staffs are trained in accordance with The Salvation Army's policies and procedures.
- Ensures that The Salvation Army Accreditation Standards for Social Services are maintained and participates in the review process.
- Participates in the strategic planning process.
- Represents the shelter on community committees as designated by the Director.
- Represents the organization in a professional manner at all times.





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The above responsibilities must be discharged in accordance with The Salvation Army's Mission Statement, in a professional manner, exemplifying Salvation Army standards of conduct.

EDUCATION AND EXPERIENCE QUALIFICATIONS:

- A minimum of a college or university degree. An MSW would be considered an asset.
- A minimum of 5 years-experience working with individuals experiencing homelessness.
- 5 years Supervisory Experience
- Thorough knowledge and experience of the homeless sector.
- Thorough knowledge of Toronto Shelter Standards
- Good interpersonal skills
- Fluent in written and spoken English
- Second language would be considered an asset
- Certification in First Aid/CPR, and Non-Violent Crisis Intervention
- Computer Skills
- Ability to work within the mandate of the Mission of The Salvation Army in a professional manner exemplifying Salvation Army standards of conduct.

Successful candidate will be required to provide upon hiring:

- A clear vulnerable sector screening
- A clean drivers abstract
- Participate in our online Armatius Abuse Training and Health and Safety training required upon hiring, as well as updated annually

In support of our commitment to a healthy and safe workplace and community, The Salvation Army (TSA) has a vaccination requirement for all employees in Canada. The successful candidate will be made an offer of employment on the condition of being fully vaccinated against COVID-19 and will be required to provide proof of full vaccination, prior to their employment start date. The requirement to be fully vaccinated is subject to provincial/territorial human rights legislation. If the candidate is unable to vaccinate for a reason protected by the Human Rights Code, a request for accommodation can be submitted and written proof satisfactory to TSA will be required.

The Salvation Army offers accommodation for applicants with disabilities in its recruitment process. If you are contacted to participate in an interview or screening process, please advise us if you require accommodation.

We thank all applicants, however, only those candidates to be interviewed will be contacted.
You must advise your managing supervisor of your intentions prior to submitting your application.



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