

YWCA SUDBURY JOB POSTING

PROGRAM: YWCA Sudbury – Administration
POSITION: MANAGER, VAW PROGRAMS & SERVICES
RESPONSIBLE TO: EXECUTIVE DIRECTOR
LOCATION: GENEVRA HOUSE: 370 ST. RAPHAEL ST.
SPECIAL REQUIREMENTS: Degree, Management Experience,
FRENCH LANGUAGE: Preferred
SALARY: Commensurate with experience

JOB SUMMARY

The Manager of Violence Against Women Programs & Services is responsible for all aspects of violence against women shelter operation and oversight of client services provided via the 24-hour hotline, to shelter residents, and to residents of Brookwood Apartments.

RESPONSIBILITIES:

Client Services:

- Ensure the needs of clients are met (counseling, advocacy, etc.)
- Therapeutic engagement with a diverse group of women and children; ie. Spend time relating to clients informally through conversation, games, groups and activities
- Provide individual/group counselling
- Respond to immediate client needs, resolve conflicts, enforce program policies and procedures, give client restrictions as necessary
- Respond to callers accessing 24-hour hotline
- Provide appropriate information/referrals and advocacy
- Provide crisis intervention to shelter residents and hotline callers
- Assist with restraining/protective orders and other court matters as appropriate
- Arrange for shelter for women and children who meet eligibility requirements

Supervision:

- Direct, schedule, supervise and evaluate program staff and volunteers
- Ensure year-round 24 hour staffing
- Facilitate program meetings and trainings
- Prepare monthly and quarterly statistical and programmatic reports
- Maintain client records including oversight of statistical collection
- Handle program emergency/crisis situations by providing weekday on-call supervision and weekend on-call supervision two weekends per month

- Oversee the safe management of prescription medication and the process of its monitoring and distribution
- Coordinate with the Cook about the meal schedule
- Oversee maintenance and repairs of the shelter
- Ensure client confidentiality as outlined in PHIPA and the agency's confidentiality policy

General and Related Responsibilities:

- Assist in agency operations as requested by the Executive Director
- Facilitate staff trainings and staff meetings
- Assist with volunteer recruitment, training and supervision
- Assist in fundraising and community awareness activities
- Represent the agency at related community meetings as requested by the Executive Director
- Perform related duties as required and/or deemed necessary by the Executive Director

QUALIFICATIONS:

- Post-secondary degree with management experience in a unionized work environment
- Bilingualism is a definite asset
- Minimum 3 years related management experience in the non-profit sector
- Proficiency in utilization of computer software programs including Microsoft Word, Excel, Adobe, etc.
- Use of a reliable vehicle

SKILLS:

- Demonstrated commitment to women's issues, preferably to ending violence against women
- Excellent written and verbal communication skills
- Strong cultural competence, including excellent communication with a diverse population
- Ability to multi-task and be adaptable in an ever-changing environment
- Strong attention to detail, and organizational skills
- Demonstrated sensitivity and appreciation for diverse viewpoints and different communication styles
- Strong interpersonal skills with the ability to develop solid working relationships
- Ability to work independently and as part of a team

Deadline: Open

Send cover letter and resume to m.gorman@ywcasudbury.ca