

Hamilton

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Program Manager – Mountain View Program

Overview:

The scope of this position is to ensure that the overall direction and management of the Native Women's Centre's programs and services are carried out professionally while adhering to legislative requirements. This includes the supervision of program staff, management and accountability of program service delivery, administrative functions, participation and/or leadership in committees and teams and program reports as required. There is also shared emergency on-call management.

Responsibilities:

- Ensures adequate staffing through orientation, training and scheduling of staff
- Executes development strategies to ensure positive, professional service delivery
- Provide supervision of program staff; supervises client case documentation
- Resolve problems that may occur among staff, volunteer and resident clients
- Monitors staff performance including evaluations, reviews, discipline and terminations
- Provides support and direction for students and volunteers
- Provides support and emergency back-up for staff in day to day operations
- Provides one on one counselling to community clients
- Ensures program delivery is consistent with agency mission, vision and statement
- Demonstrates a non-judgmental and empathetic manner when working with clients
- Maintains current Mountain View Program (MVP) policies and procedures manual
- Liaises with Native Women's Centre internal programs and community partners to ensure effective service delivery to the clients
- Ensures program operates in a safe, effective and respectful way for clients, staff and volunteers
- Attend all meetings as required

Qualifications:

- A Bachelor's degree in Social Work, Sociology or a related field of study involving social work, homelessness or addiction/shelter services
- A minimum of three (3) years' experience working with victims of mental health crisis, homelessness or addiction
- Experience or specialized training in victim assistance, crisis intervention, mental health or other forms of trauma
- Must have lived in an Indigenous environment and have an understanding of Indigenous culture and issues affecting Indigenous communities
- Strong communication, confidence, conflict resolution skills, excellent interpersonal skills and empathetic listening ability
- Ability to shift priorities with ease of movement while maintaining a calm and professional demeanor
- Experience and ability to appropriately react to emergency situations; creative problem-solving
- Well developed administrative skills to generate and manage multiple reports, evaluations, etc.
- Strong computer skills to navigate MS Office products and customized software program

Forward your resume and insert the position title in the subject line or on fax cover sheet to:

**Dixie Doxtador, Program Manager
Native Women's Centre
1900 King St. East PO Box 69036
Hamilton, ON L8K 1W0
FAX: (905) 664-1101
vawpm@nativewomenscentre.com**

Thank you to all applicants applying; only those chosen for an interview will be contacted