

SHELTER MANAGER (MATERNITY COVER)

CHRISTIE REFUGEE WELCOME CENTRE (CRWC) is a Christian organization serving and advocating refugee families by providing safe, temporary housing, initial settlement services, and follow-up support. We influence and engage the broader public through sponsorship, education, and advocacy initiatives.

CHRISTIE REFUGEE WELCOME CENTRE (CRWC), in partnership with the City of Toronto, provides emergency shelter for refugee claimants and their families. CRWC provides basic orientation to life in Canada, assisting with the preparation of documents to make a refugee claim, making medical and legal referrals, and providing a community of support.

We require the services of a Shelter Manager to manage all facets of Christie Refugee Welcome Centre's 24/7 Shelter Program, including Housing Supports, Settlement Services, In-House Programming, Operations and Organizational Policies and Procedures.

This individual will work closely with the Executive Director, management team and Shelter Program staff to ensure refugee families are treated with dignity, respect and receive exceptional settlement services and supports while residing at the shelter (e.g., immigration services, legal referrals, healthcare, housing assistance, school registration, basic needs support, etc.). The individual will oversee all programming initiatives for families, including specialized programs for children.

This position is a temporary contract covering a maternity leave of absence and will be for 12 months.

This is a full-time, 37.5 hour per week position that will typically work Mondays – Fridays, 9am – 5pm though some flexibility will be required as necessary. 24/7 on-call management support will be required on an ongoing basis.

RESPONSIBILITIES OF THE POSITION INCLUDE:

- Identify gaps in services and make recommendations to the Executive Director to develop new programming initiatives and partnership opportunities.
- Develop, implement and monitor effectiveness of case management services and in-house programming being provided to residents by Shelter Program staff.
- Participate in direct service networks and coalitions (within the refugee settlement and homelessness service sectors) to promote and advance programs and services.
- Take on various operational, administrative and organizational duties, which may include participation in CRWC's Joint Health and Safety Committee, administration of CRWC's Shelter Management Information System, and oversight of budget expenditures related to the Shelter Program and emergency shelter operations.
- Oversee Children's' Program and Food Services & Shelter Support department through respective supervisors.
- Provide input to Executive Director to develop an annual budget to meet the 24/7 Shelter Program and Operations costs.
- With Executive Director, develops and implements Shelter Program/Operations in organizational strategic planning processes.

- In conjunction with the Executive Director determines overall staffing requirements for CRWC's Shelter Program team, Food Services & Shelter Support team, and maintenance/security personnel to maximize organizational effectiveness.
- Develops, plans and implements procedures and systems to maximize overall departmental objectives and ensures compliance with Toronto Shelter Standards, Ontario Human Rights and Employment Standards legislation and CRWC policies.
- Actively participates in hiring, orienting and developing staff for Shelter Program roles and operational staff role(s). Oversees hiring for Food Services & Shelter Support and Children's Program teams.
- Manages and conducts regular performance evaluations of all program and operational staff members; will work with Executive Director and HR if discipline and/or termination is required.
- Focuses on developing staff members through ongoing mentoring, coaching and development to promote retention and to maximize staff potential.
- Resolve issues of clients and complaints expeditiously in consultation with the Executive Director and HR.
- Provide 24/7 on-call management support to on-call staff when dealing with challenging or emergency situations at the shelter.

QUALIFICATIONS:

- Completed University Bachelors' Degree or Community College program focused on social work, settlement work or relevant discipline.

PERSON SPECIFICATION

- Previous management experience within an emergency shelter/transitional housing setting.
- Demonstrated experience in developing and overseeing settlement programs specifically tailored for refugee claimants, precarious migrants and newcomers to Canada.
- Highly developed communication (oral and written) and relational skills.
- Deep understanding of refugee claim process and other immigration processes.
- Knowledge of various components relevant to running a 24/7 emergency shelter for vulnerable populations; demonstrated supervisory, management skills.
- Ability to manage multiple complex interpersonal relationships (staff and shelter residents), policies and procedures.
- Commitment to diversity, inclusion and equity.
- Ability to work in ambiguous situations, focus with multiple interruptions, handle conflict and pressure situations.
- Experience working in a cross-cultural environment within an anti-oppression framework.

Note: In accordance with the Centre's Child Protection Policy, a satisfactory Vulnerable Police Check clearance is required as a condition of employment.

We welcome interest from candidates with varying levels of experience, especially those from underrepresented groups. If you're excited about this role, please apply and allow our team to assess your application.

We are also able to provide reasonable accommodation for all applicants. If needed, please indicate clearly on your cover letter.

Interested candidates should also be eligible to work in Canada.

WIIFY (What's in it For You): The Christie Refugee Welcome Centre is centrally located at Bloor and Christie Streets in Toronto. It is a place of welcome, safety and support for refugees. It provides a:

- Great place to work, great culture.
- Collegial and Family oriented work environment.
- Positive atmosphere.
- Comprehensive benefits.
- Free parking space.

COMPENSATION

Competitive. In addition to a Comprehensive benefit plan.

OUR CORE VALUES

- We are Christian.
- We respond to refugees with dignity and respect.
- We are resilient and responsive to the changing needs of refugees.
- We are committed to children and families.
- We partner with others to serve refugees more effectively.
- We are advocates for refugees.

HOW TO APPLY: Qualified candidates are invited to forward a resume with accompanying cover letter to:

employment@christiestretrc.com

All applications are appreciated; however, only candidates selected for an interview will be contacted. Applications will be reviewed, and interviews conducted on a rolling basis.

CLOSING DATE FOR APPLICATIONS: November 15th 2024.