



September 24, 2024

Job Posting #: 02-2024-Admin (REPOST)

## INTERNAL AND EXTERNAL JOB POSTING NELSON CARES SOCIETY – EMERGENCY HOUSING SERVICES PROGRAM

### POSITION: MANAGER, STEPPING STONES EMERGENCY SHELTER

CLASSIFICATION: PERMANENT FULL TIME (40 HOURS PER WEEK)

*This is a benefited position upon successful completion of the probationary or trial period.*

LOCATION: NELSON, BC

**Job Summary:** The Manager of Emergency Housing Services oversees the day-to-day operations of the Emergency Shelter program in a professional and efficient manner and in compliance with Nelson CARES Society policies and procedures. The Manager provides ongoing supervision and evaluation of all staff within the worksites.

#### Duties and Responsibilities:

##### **Leadership**

- In consultation with the Director of Housing develops, implements, and evaluates goals, objectives, budgets, policies, and procedures and ensures that the required standards are maintained and consistent with Nelson CARES Society strategic plan and policies as well as the funding contract expectations and standards.
- Acts as a liaison with the community and promotes and encourages community involvement in the program. Develops community capacity-building strategies and education regarding homelessness and poverty and attends relevant meetings as assigned (eg. Nelson Committee on Homelessness).
- Acts as liaison with other professionals and community members regarding the day-to-day operations and services offered by the emergency shelter.

##### **Human Resources**

- In accordance with the Collective Agreement; Nelson CARES Society Policy; and the Employment Standards of British Columbia, supervise staff, practicum students and volunteers.
- Organizes and communicates staff schedules in conjunction with the Front-Line Supervisor.
- Ensures all training needs are met, including First Aid; NVCI and other opportunities as they arise, and plans program annual training requirements to be submitted for budget review.
- Ensures that the performance of all staff is evaluated on a regular basis.

##### **Operations, Planning and Program**

- Monitors and directs daily operations.
- Ensures accurate and consistent record keeping of monthly data and client files as per policy.
- Ensures that the food, menu planning and necessary inventory items, including the personal inventory of clients, are in place.
- Identifies ongoing needs of the emergency shelter and participates in the development of funding and fundraising opportunities.
- Ensures that the required health and safety standards are established in accordance with regulatory standards and organizational policies; convenes and chairs Occupational Health and Safety Committee meetings and the Labour Management Committee.
- Establishes and maintains good working relationships with the Nelson City Police Department and the local RCMP detachment, MHSU, Interior Health professionals, external program professionals.

- Manages the development and implementation of support programs for clients.

**General Responsibilities and Administration**

- Works with Finance Staff and the Director of Housing to develop and implement systems and processes to establish and maintain administrative records.
- Maintains memberships with Homeless Services Association of BC, BCNPHA, etc. as funded, and accesses supports available through these memberships.
- Participates in regular program supervision with the Director of Housing and in regular management team meetings; submits quarterly management reports as required; attends Board meetings upon request to provide program updates.
- Attends and participates in relevant community meetings as assigned.
- Performs other related duties as assigned by the Director of Housing.

**Qualifications:**

- Post-secondary education in the human service-related field or equivalent experience and education may be considered.
- Minimum of three years’ previous administrative and supervisory experience.
- Three to five years’ previous direct program delivery experience in the community social services sector with a demonstrated working knowledge of community-based services for people dealing with poverty, addictions, mental health and/or homelessness.
- Strong computer skills, experience with basic bookkeeping principles, and comfort with technology.

**Job Skills and Abilities:**

- Excellent oral, written, and interpersonal communication skills
- Demonstrated leadership and program management skills.
- Thorough knowledge of poverty, homelessness, and emergency shelters.
- Working knowledge of the Collective Agreement, Residential Tenancy Act and other relevant regulatory legislation (e.g., WorkSafe BC, Food Safety Act)
- Proven human resource management skills in a unionized environment.
- Knowledge of and experience with group processes and facilitation techniques.
- Demonstrated ability to work under pressure, to work independently with minimal direction and as part of a team, to take initiative, to organize, prioritize and meet deadlines.

**Specific Requirements:**

- Valid BC Driver’s License
- Reliable personal vehicle available for work
- Current TB skin test
- Satisfactory Criminal Record Check
- Valid Emergency First Aid Certificate\*
- Valid Non-Violent Crisis Intervention Training Certification\*
- WHMIS 2015 Certificate\*
- Naloxone Training

*\*Can be completed upon hiring*

**Start Date** : **As soon as possible**  
**Hours** : **40 hours per week**  
**Remuneration** : **\$40.10/hour (Grid Level 16, Step 1)**  
**Application Deadline** : **Ongoing until filled**

**Please e-mail a cover letter and current resume with e-mail addresses of three references to:**

**Housing Director**

**Email: [housingdirector@nelsoncares.ca](mailto:housingdirector@nelsoncares.ca)**

**(Please indicate position and job posting number on the subject line)**

*Nelson CARES Society is an equal opportunity employer. Only short-listed external candidates will be contacted. All internal applicants will be contacted as to the status of their applications.*