



Job Description

Position Title:	Manager Housing and Youth Programming
Reports To:	Senior Manager, Youth Transitional Housing and Shelter
Program:	Youth Transitional Housing and Shelter Program
Location:	747 Warden Avenue, Scarborough
Status:	1 FTE
Bargaining Unit	No

Position Purpose

Working with the Leadership Team, the Manager, Housing and Youth Programming, is responsible for the management of the Youth Transitional Housing and Shelter Program (YTHSP) and the Danforth Housing Program. In addition to managing the day-to-day operations of the Shelter and Housing Programs, this position, in collaboration with the Program Facilitator, develop and implement Afrocentric programming that address the needs of Black, Indigenous and racialized youth.

The Manager, Housing and Youth Programming will support the planning, development and implementation of the Afrocentric Housing program located at 596 Danforth Road. Supporting with program administration and oversight of residents within the program.

Duties & Responsibilities

Operational Planning and Budgeting

- Builds and implements a strong housing and programming operational plan and supporting budgets that will ensure youth in the shelter and housing system have optimal and equitable outcomes.
- Continually manages organizational risk and opportunities; participates in the development and implementation of risk mitigation plans. Ensures full compliance with accreditation and all regulatory standards.

Thought Leadership and Staying Up-to-date on Best and Emerging Practice

- Knowledgeable on the Residential Tenancy Act, Supportive Housing and the Afrocentric Youth Housing First Model, Homelessness Prevention programs and strategies, and well versed in principles of Anti-Black racism and Harm Reduction.

Maintaining Deep Expertise on Afrocentric Programming and Excellence

- Personal or professional knowledge or lived experience within the Black and Indigenous community
- Ensure strong programming that creates optimal opportunities for excellence for Black youth accessing programs and services.

Working with colleagues on the management team on the day-to-day operations of the shelter and housing programs including

- Participates in the overall activities of the shelter, housing and the organization, for example: in-service training, committees and special events.
- Ensures the provision of housing-focused case management, including triage, screening, assessment, individualized service planning, case conferencing, brokering, referrals and transition to follow-up.
- Ensures that staff conduct intake assessments for shelter and housing referrals including: screening clients to assess appropriateness and fit to our service; ensuring that all current and background information is recorded that might be relevant to the treatment matching and planning process
- Participates and collaborates on all program admission decisions; participates in weekly triage teleconferences with Centralized Access to Shelter Services.
- Ensures strong policy, guidelines and supporting documentation and processes are in place to support the delivery of exceptional programming.

Models and Builds a Strong Workplace Culture

- Builds and/or maintains team and organizational values that ensure a healthy work environment where everyone feels safe, supported, engaged and motivated.
- Where reasonable, meets weekly with direct reports and reliably attends and supports effective team meetings.
- Understands and implements the Collective Agreement and relevant employment and health and safety legislation.
- Ensures the timely processing of relevant personal forms and processes including attendance management, time sheets, requests for time off.
- Works with individual direct reports to build annual goals and work plans, professional development plans, and complete performance evaluations.
- Anticipates emerging issues and de-escalates or addresses them before they escalate to complaints.
- Upholds YouthLink's commitment to a discrimination free environment.

Funder Applications, Monitoring and Reporting

- Seeks funding opportunities and actively participates in the building of program logic models and outcome indicators.

- Monitors program impact progress and outcomes and completes progress reports to leadership team and funders.
- Builds and monitors program budgets; meets with finance team and leadership team to adjust spending priorities.

Ensures the provision of community engagement & partnerships

- including referral, liaison & service resolution, establishment of a Peer Program, Afrocentric programming and housing, shared community programming, development of community relations & outreach. Developing and maintaining partnership with private landlords and supportive housing providers.
- Developing formalized service partnerships, referrals, development of community relations strategies, collaborating on joint community events, developing participant agreements with agencies and community partners to achieve optimal results.

Ensure excellence in data collection & reporting,

- including developing a measurement framework, including fidelity measures, a data management system, regular reporting on both KPIs and system indicators, evaluation reports, data analysis for program and outcome evaluation, presentations to management and Board, conducting evidence based research and addressing funder requirements.
- Actively contributes to the Agency's Strategic Plan by participating in initiatives and committees to support the overall Plan. Assists with funding proposals as needed.
- Takes all reasonable and necessary precautions to protect their own health and safety and that of co-workers by complying and demonstrating knowledge of the policies, procedures and safe practices established by YouthLink.

Equity, Diversity and Belonging:

- Proactively and enthusiastically stays updated on best practices as it relates Equity, Diversity and Belonging and organizational development. Works collaboratively with ABR Committee and Director of Anti-Racism, Equity and Belonging to embed best practices into all programs, operational goals and processes.

Leader Character

- Embraces reflective learning and development to enhance all traits of leader character

Requirements

Education (Degree/Diploma/Certifications):

- Undergraduate Degree in Social Work, Psychology, or related discipline or combination of education and experience.
- Training in shelter and/or residential operations for youth and young adults strongly preferred.
- Training in the following areas is an asset: clinical counselling models such as CBT, Narrative, Solution-Focused, evidence-based practices, outcome informed approaches, trauma assessment, diversity and anti-oppression, Anti-Black Racism data collection and analysis.
- Coursework that demonstrates your desire for continual learning in Equity, Diversity and Belonging practices.

Experience:

- Three (3) years' experience working with youth in underserved communities
- Two (2) years' management/leadership experience preferably in a non-profit unionized environment
- Understanding of the economic, political and social factors black and racialized youth and their community
- Knowledge of one or more of the following systems: child welfare or protection laws; mental health and youth justice systems
- Experience in design, implementation and evaluation of programs that address complex youth needs
- Strong understanding of harm reduction principles and strategies to support youth
- Experience working in a unionized environment.
- Demonstrated experience in programming and case management;
- Broad knowledge of theories, principles and practices of youth housing strongly desired.

Knowledge/Skill/Ability

- Ability to multitask in a very busy team environment
- Ability to work effectively both independently and as a member of a multi-disciplinary team
- Excellent customer service, interpersonal skills, with demonstrated ability to work with clients and staff to ensure a welcoming, effective and efficient working environment. Able to respond to challenging behaviours calmly and professionally
- Strong time management and organizational skills
- Demonstrated knowledge of, and sensitive to, the impact of social, economic, environmental and cultural issues on diverse communities

- High comfort working with homeless youth
- Excellent written communication
- Strong proficiency in Microsoft software applications
- Ability to speak a second language spoken within the community is an asset

Other Requirements:

Broad Record Police Check is required

Medical clearance including tuberculosis testing is required.

Working Conditions

- This position will require occasional evening and weekend hours.
- This position is also required to participate in on-call rotation.
- There are some risks involved in this position such as crisis management.
- Minimal travelling required.
- Ability to work in a Pet-friendly Shelter.

Physical Requirements

Nil

Direct Reports

There are 7 direct reports to this position as follows:

- 2 Case Managers
- 1 Diversion Case Manager
- 1 Housing Worker
- 1 Program Facilitator, Life Skills
- 2 Shelter Youth Worker (Weekday A.M)

Employee Name (<i>please print</i>)	
Employee Signature	
Date	