



NATIONAL ADVOCACY.
COMMUNITY ACTION.



*YWCA Toronto transforms lives. As the city's largest multi-service women's organization, we help women and gender diverse people escape violence, move out of poverty and access safe, affordable housing.
We work tenaciously to break down barriers that hold women and gender diverse people back from achieving equality.*

Internal and External Job Posting **Associate Manager (Contract)** **Church Street Housing Support Program** **JOB ID: CHUR895**

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| Employment Type: | Full-Time, Contract |
| Work Hours: | 35 hours per week, (includes evening and weekend hours, flexibility in work hour required) |
| Salary: | \$62,358 to \$72,937 per annum (Level M8), plus comprehensive benefits |
| Location: | 389 Church Street Toronto, Ontario M5B 2E5 |
| Contract Start Date: | June 15, 2023 |
| Contract End Date: | June 14, 2024 |
| Application Deadline: | Tuesday, June 6, 2023 |

JOIN OUR TEAM

YWCA Toronto strives to uphold anti-discrimination practices and anti-oppression principles to ensure that the rights of all individuals are respected and protected. We work to promote a climate that is welcoming of all women and individuals who identify as trans, intersex, non-binary, agender, and/or Two-Spirit. We encourage applications from women and gender diverse people from all races, ethnic origins, religions, abilities and sexual orientations.

This management position supports the Manager of Church St. and staff to maintain a safe and inclusive community of tenants in a unique 120-unit permanent housing facility. The facility houses 120 units designated for chronically homeless women, children and gender diverse people; youth; living with serious mental health and addictions issues; Indigenous women and those leaving provincially funded institutions.

ABOUT YWCA TORONTO

YWCA Toronto is dedicated to improving the lives of women and girls. We help women and girls flee violence, secure housing, find jobs, establish their voices, enhance skills and develop confidence. We offer a range of housing options, employment and training programs, community support programs, girls' and family programs. We also engage in systemic advocacy.

KEY RESPONSIBILITIES

- Oversees relief staff, and contracted Security officers, as designated by Manager
- In the absence of, or as assigned by the Manager, ensures that appropriate services and programs are delivered as designed by the Church St. Manager to support all tenants, to maximize their health and well-being; ensures the documentation of all incidents on shift and follows up with the Manager.
- In the absence of the Manager, facilitates and coordinates the work of all program partners, in particular City of Toronto, Native Women's Resource Center, Inspirations Studio, Margaret's Housing, Wigwamen Housing, Elizabeth Fry and YWCA Toronto Housing Administration and Property Services, to ensure that case management, community engagement, and tenant support work together to create a safe and supportive community for all tenants within both a health and social engagement framework.

- Models and provides crisis prevention, intervention and counseling using harm reduction principles, for women and children experiencing mental health/substance/ abuse issues.
- Holds the primary responsibility for overseeing and coordinating documentation from case managers required for legal proceedings in accordance with the Eviction Prevention Procedures to the Eviction Prevention Worker
- Maintains financial records in accordance with the City of Toronto and other program funders and the policies, procedures and practices of the association
- Works with the Manager of Church St. Support and the Manager of Housing Administration to ensure that tenants and the YWCA Toronto both meet their obligations under the Residential Tenancies Act.
- Ensures the training, supervision and regular evaluation of all relief staff, students and volunteers as assigned by the Manager of Church St. Support; ensures the development and implementation of an annual professional development plan for relief staff.

QUALIFICATIONS

- In-depth knowledge of concepts, theories and practices related to a regulated Mental Health or Health service delivery field, normally acquired through the completion of an undergraduate degree in Social Work, Psychology, Nursing or other relevant discipline.
- Three to five years direct experience working in a permanent supportive housing environment providing support to women living with experiences of chronic homelessness, poverty, violence/trauma, and concurrent diagnosis. **(Cases for Equivalency will be considered);**
- Supervisory experience required
- Working knowledge of the Residential Tenancies Act, Landlord Tenant Board and Housing Services Act.
- Knowledge and understanding of harm reduction approaches as a holistic framework that incorporates supportive housing, community development, advocacy, and peer support.
- Working knowledge of legislation that includes the Ontario Human Rights Code, the Mental Health Act, and Child and Family Services Act.
- Demonstrated ability to facilitate strong service delivery partnerships and foster inter-program relationships, including strong conflict mediation skills.
- Demonstrated community engagement strategies that include creative ways of fostering leadership and capacity building in teams.
- Demonstrated ability to understand clinical case management support functions for women and gender diverse people.
- Previous work in a diverse, unionized environment an asset.
- Excellent written and oral communication skills are essential.
- Demonstrated conflict resolution, crisis intervention/prevention, counselling, and coaching skills.
- Demonstrated leadership skills, including problem solving, organization, time management, and capacity-building skills.
- Ability to work both independently and as part of a team in the planning and delivery of services.
- Knowledge of current computer applications is necessary, e.g. Windows XP Professional, Office XP Professional, E-mail and Internet.

Vaccination Policy: - In accordance with YWCA Toronto's COVID-19 Vaccination Policy, all YWCA Toronto employees, students and volunteers are strongly encouraged to obtain all COVID-19 vaccinations and booster doses as recommended by Toronto Public Health.

HOW TO APPLY

Please submit your cover letter and résumé as a single document to: Teshia Allen, Manager of Church Street Housing Support Program at churchhousingjobs@ywcatoronto.org. **Please quote JOB ID number CHUR895 and your name in the subject line.**

Please note: A vulnerable sector police reference check is required by the successful candidate prior to hiring. YWCA Toronto is a unionized workplace. Staff are represented by CUPE Local 2189. This position is not within the Bargaining Unit. **Please indicate on your cover letter, if you are an internal candidate.** For internal applicants, this position is not secondable.

YWCA Toronto promotes the principles of anti-oppression and adheres to the tenets of the Ontario Human Rights Code. We encourage applications from women of all races, ethnic origins, religions, abilities and sexual orientations. YWCA Toronto promotes the principles of anti-oppression and adheres to the tenets of the Ontario Human Rights Code. We encourage applications from women and gender diverse people of all races, ethnic origins, religions, abilities and sexual orientations.

YWCA Toronto provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted, please advise us if you require any accommodation. While we thank all candidates for their interest, only those selected for an interview will be contacted.

YWCA Toronto is a Scent-Sensitive Workplace

Posting Date: May 26, 2023