



## Manager, Van Outreach Job Posting

**TITLE:** Manager, Van Outreach  
**LOCATION:** 75 Martha Street  
**DEPARTMENT:** Van Patrol  
**REPORTS TO:** Director of Community Initiatives  
**DIRECT REPORTS:** Support Workers, Peer Outreach Workers  
**STATUS:** Full-time  
**STARTING SALARY:** \$60,000

### POSITION SUMMARY

The Van Outreach Manager provides overall management and supervision of Main Street Project's (MSP) van outreach program and associated services including (but not limited to), the supervision of staff, students, volunteers, interns and the program budget. The Van Outreach Manager also contributes to the development and implementation of program policies and procedures, and the coordination with other programs within the Agency to ensure seamless and comprehensive services.

### KEY RESPONSIBILITIES

#### Operational Oversight

- Ensure the programs overall operations continuously runs efficiently, delivering program services in the most consistent manner possible
- Responsible for the development, implementation and maintenance of program policies, procedures and activities consistent with MSP's mission and goals
- Provide periodic review, evaluation and modification of programs in accordance with MSP's mission and contractual obligations
- Responsible for the supervision of program staff, students, volunteers and interns
- Ensure that programs and activities reflect the needs of clients
- Responsible for determining staffing needs, participate in the interviewing process, align staffing with budgets, manage resources, and manage staff performance
- Plan staffing levels in accordance with budgets; ensures appropriate numbers of staff are scheduled in each program and on each shift to meet / exceed program delivery
- Partners with the Human Resources Department to recruit, interview, select, hire, and employ an appropriate number of staff to meet program goals
- Coach, mentor, and develop staff, including onboarding; empower employees to take responsibility for their jobs and goals.
- Enhance relationships with other City/Community Services including, WFPS, WPS, EMR, and all outreach teams (RaY, DCSP, Salvation Army, etc)
- Create streamline approaches to collect and review data
- Review daily documentation and provide feedback, recommendation and coordination, within MSP and other outreach services.

#### Cultural Safety & Security

- Create a culturally safe and secure environment where people feel safe and draw strength in their identity, culture and community
- Provide direct service to community members through crisis intervention, counseling, case management, participant grievance/dispute resolution, outreach, and other service activities as necessary in conjunction with other departments
- Ensure full 24/7 staff coverage across program



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### Participant Services

- Model and nurture a trauma-informed care approach in all interactions with staff and participants; mentor staff to develop and strengthen their knowledge and understanding of trauma-informed care
- Intervene in participant crises as requested or required
- Create systems that identify, address, and support community members living unsheltered or in communities
- Develop integrated approaches that enhance the collaboration between outreach, and case work.

### Leadership, Team Supervision & Team Coordination

- Manage, train, and coach staff, developing a strong and skilled team
- Oversee schedule for all shifts, resolve scheduling issues, and fill in scheduling gaps as needed
- Ensure staff receive timely and meaningful feedback about job performance, conduct, and attendance; ensure documentation is provided
- Help ensure effective communication across shifts
- Directly address and manage staff issues, including staff complaints, conflict resolution, and disciplinary issues; document issues and ensure appropriate team members are notified on matters of concern
- Provide support to all staff including responding to emergencies from staff on-site or from on-call providing site coverage
- Participate in program and organizational development, and attend staff and team meetings

### On-Call Duties

- Ensure you are available to your team in accordance to the on-call policy
- Participate on-call rotational support

### **WORKING CONDITIONS**

- Fast paced environment with occasional high pressure or emergent situations
- Work hours subject to program needs to ensure coverage during all hours of operation
- Frequent use of computer, keyboard, copy/fax machine and cell phone.
- Work is primarily performed in an office setting location, using standard office equipment associated with the position (computer, printer, desk phone, cell phone)
- Some physical work, including lifting, bending, climbing stairs, carrying up to 35 pounds
- May encounter challenging behaviors

### **QUALIFICATIONS**

- Post-secondary education in Social Work, Psychology, or a related field is considered an asset
- Two years exemplary management experience in a non-profit setting preferably in the human services/ social services sector
- Two years' experience working with a diverse population, with sensitivity to differences in socioeconomic status
- Applied Suicide Intervention Training, First Aid/CPR and NVCI are considered an asset
- Knowledge and training in working with a vulnerable population experiencing chemical dependency, mental illness and homelessness
- Extensive knowledge of addictions, mental health and co-occurring disorder best practices
- Demonstrated problem solving and crisis/risk assessment and intervention skills



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- Ability to apply Harm Reduction and Housing First philosophies in day-to-day work and interactions
- Excellent interpersonal, listening, oral and written communication and conflict de-escalation and resolution skills
- Ability to maintain a positive collaborative relationship among staff
- Excellent planning, organizational, problem solving and facilitation skills
- Windows and MS Office proficiency
- Strong knowledge, commitment and demonstrated ability to apply diversity, equity, cultural safety, pro-choice, social determinants of health, population health, anti-oppression, harm reduction, trauma-informed and community development principles in all aspects of the work.
- Ability to work flexible hours to allow for attendance at meetings and may include evening, holiday, or weekend consultation.
- Knowledge of Indigenous Culture
- Knowledge of TRC Calls to Action, MMIWG Call to Justice, and UNDRIP
- Additional languages (Indigenous) are considered an asset
- Expert problem solver, analytical thinker, and decision-maker
- Experience working in a Unionized environment is considered an asset
- Experience in crisis intervention and conflict resolution skills
- Knowledge of the effects of poverty and the detriments of health is essential
- Ability to effectively manage budgets and resources
- Experience in payroll and/or scheduling software is considered an asset
- Satisfactory Criminal Record with Clear Vulnerable Sector Search and a Clear Adult Abuse Registry Check
- Valid Driver's License

### APPLICATION PROCESS:

When emailing your application, be sure to indicate the correct position information in the **subject line** when applying:

<b>Submit required documentation to</b>	<b><a href="mailto:hr@mainstreetproject.ca">hr@mainstreetproject.ca</a></b>
<b>Required Documentation</b>	<b>Resume, Cover Letter, Education Credentials</b>
<b>Closing Date</b>	<b>August 8, 2022</b>
<b>Subject Line</b>	<b>Manager, Van Outreach</b>

Main Street Project recognizes the importance of building a workforce that is reflective of the community it serves, where culture, language and perspectives drive a high standard of care and service. Therefore, preference will be given to Indigenous people and those who reflect the people/population we serve. Applicants are asked to self-declare in their cover letter along with describing how they meet the above qualifications.

We thank all applicants but only those selected for an interview will be contacted.