



Overnight Coordinator

TITLE: Overnight Coordinator

HOURS: Full-time overnight hours 11:30pm to 7:30 am

LOCATION: all MSP program areas

DEPARTMENT: Housing

REPORTS TO: Program Manager – Housing

STATUS: Out of Scope

HOURLY RATE: \$23.50

POSITION SUMMARY:

Reporting to the Program Manager – Housing, the Overnight Coordinator provides staffing and management support to all MSP program areas employees while maintaining the core values of MSP regarding harm reduction, choice, equity, and diversity to encourage individuals' capacity building throughout the overnight hours. The Coordinator provides supports to all program areas during the overnight hours, responding to staff needs and crisis as well as administrative (policy administration and compliance etc.) support and in the professional development (training, program compliance, workplace feedback, etc.) of front line staff.

KEY RESPONSIBILITIES

- Oversee and provide direction in all MSP program areas in the overnight hours to staff in their day-to-day duties
- Provide support to management in policy and procedure adherence
- Support the Program Managers in implementation of new policies and procedures
- Assist in employee on-boarding and training
- Communicate organization updates with employees on a regular basis, answer queries and provide information as needed.
- Monitor ongoing work, identify problems and make recommendations for continuous improvements of procedures and policies
- In collaboration with program managers, responsible for employee performance management; keeping the Program Manager up-to-date on staff performance
- Participate in multidisciplinary team meetings, providing relevant participant information
- Ensure employees follow safe work practices and MSP standard operating procedures
- Assist in problem solving last minute staffing shortages
- Attend Transfer of Care meetings at shift changes
- Lead team debrief after incidents
- Provide immediate support to staff following critical incidents
- Address community member complaints or concerns; keep the management team up to date on all community member interactions
- Provide coverage on an emergency basis when needed.
- Provide crisis prevention and intervention
- Assist in the recruitment process of frontline staff as needed
- Communicate on a regular basis with the management team on any staffing / scheduling issues or concerns
- Collect and report all monthly statistical information, MIS stats and other program related stats;
- Reports stats in a timely and accurate manner



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QUALIFICATIONS

- Two years' experience in human services, preferably working with adults challenged by homelessness, mental illness and/or chemical dependency
- Relevant post-secondary education is considered an asset.
- Experience in a management or administrative role is considered an asset
- Proficient computer literacy
- Ability to communicate and work effectively with staff from various backgrounds and disciplines.
- Excellent organizational and time management skills
- Ability to work with a client-centred care philosophy
- Ability to assess crisis and work in a crisis situation
- Ability to understand and comply with PHIA regulations
- Excellent communication skills, both verbal and written, and excellent listening skills
- Ability to communicate and work effectively in a multidisciplinary team
- Subscribe to philosophy of cooperation and continuity across programs, and of consideration and respect for participants
- Knowledge of Indigenous culture
- Knowledge of the effects of poverty and the determinants of health
- Ability to work effectively with participants displaying unpleasant and/or aggressive behaviour
- Demonstrated ability to apply Harm Reduction and Housing First philosophies in their day to day support of participants
- Ability to work flexible hours to meet program needs

ADDITIONAL REQUIREMENTS:

- Satisfactory Criminal Record with clear Vulnerable Sector Search, and a clear Adult Abuse Registry Check required. The employee is responsible for any service charges incurred.
- Valid CPR & Basic First Aid
- Non-violent Crisis Intervention and mental health first aid training is considered an asset

APPLICATION PROCESS:

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

Submit required documentation to	<u>hr@mainstreetproject.ca</u>
Required Documentation	Resume, Cover Letter
Closing Date	August 15, 2022
Subject Line	Overnight Coordinator

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.