



## MANAGER Integrated Participant Care & Resource

### Background:

Squamish Helping Hands Society is a registered charity providing food, shelter and support services to individuals and families in the Sea to Sky region who are living with or threatened by homelessness and who also might be struggling with mental health and addictions. We believe in being part of a community where everyone matters, and where housing and food access are human rights. We have evolved over the past few years beyond emergency shelter to housing our participants in an affordable and supportive environment.

We take a collaborative approach to building community solutions that assist our participants in their transition from homelessness to wellness, ability, and independence. We assist our participants in a variety of ways depending on their goals and we start with where they are, not where they should be. In everything we do we try to empower people through making choices and being accountable leading to increased personal capacity building. We hope to undermine the Us and Them by changing the expectations of everyone in the relationship. And, always, we work to promote healing and recovery in a just and kind way.

The IPCR Manager reports to the Executive Director, or designate, and works in accordance with the mission, values and philosophy of the Squamish Helping Hands Society. The IPCR Manager is part of the Leadership team working collaboratively, with this team, as well as with all staff and Participants. SHHS is a participant centered organization spanning the following Pillars for independence: Housing, Food, Community, Purpose and Health.

The Integrated Participant Care and Resource Team (IPCR) is a newly formed team overseeing: Overdose Prevention Site where our Harm Reduction services are based; Inreach Services where we provide support and resources to participants within the housing programs at Under One Roof; the Community Outreach Services where we offer support to folks living rough in community. In addition this team includes the Community Action Team (CAT) and the Downtown Squamish Neighbourhood / Street Reach team.

### IPCR Manager knowledge base:

Managers need to excel in the following:

**Leadership/management skills** – an ability to lead by example, to listen with compassion and to direct with firm intention; the ability to look at a problem from all sides for creative win/win solutions and to understand.

**Organizational planning** – the ability to oversee, track and report out on many moving and changing parts; the ability to see and create order in the chaos; the ability to delegate tasks and projects and to understand and play to people's strengths.

**Visionary influence** – the ability to inspire great work, compassion, a commitment to self-care and growth; the ability to inspire others to lead; the ability to bring our message out into community for new and continued community support.

**Detail action** – the ability to circle back to the details, follow through with action so that tasks and results are completed and recorded; the ability to build and follow allotted budget; the ability to see the gaps.

**Mental acuity and emotional intelligence** – the ability to go to the core of a matter and to understand that what we see isn't always what is there.

## KEY AREAS OF RESPONSIBILITY:

### **Staff Management and HR**

- Scheduling (posted on the 15<sup>th</sup> of prior month)
- Updating Call out sheet based on seniority list
- Staff time sheet reconciliation and approval
- Leading Participant Care Meetings (PCM) meetings
- Assisting staff with Work Safe claims and Employer reporting
- Responding and dealing w/day to day staff issues
- Coordinating staff training
- Conducting Performance Reviews of staff
- Recruiting, interviewing, hiring and training of new staff
- Supervising and directing staff as needed
- Participating in progressive discipline when needed
- Participating in Union meetings including grievances as needed
- Ensuring confidentiality of staff and participants.

### **Operations Management**

- Overseeing and managing the workflow of IPCR operations and programs
- Supporting internal departments – Food Hub, Emergency Shelter and Transitional Housing, Supported Employment & Education

### **Programs Management**

- Analysis and Strategic planning for the growth and development of IPCR / Outreach programs
- Developing policies and procedures in conjunction with management team with the ability to apply and communicate these to staff, volunteers and clients within your team
- Communicating and collaborating with external agencies – Vancouver Coastal Health, BC Housing, Sea to Sky Community Services, Squamish Seniors Housing Society, Howe Sound Women's Centre etc.
- Managing the CAT and DSN/Street reach contracts and programs
- Ensuring an emotionally safe environment which is trauma informed for all participants
- Managing communications with participants in the program whether in the building or living rough

### **Community Service Program Management**

- Managing the Outreach Programs
- Overseeing Community and Drop-In Services
- Sitting at the Situation Table
- Hosting and planning for quarterly corridor wide Outreach Forums
- Working in collaboration with other local outreach teams

### **Client Case Working**

- Responsible for client intake process, initial assessment, and case plan development
- Participating in Participant Assessment, Placement and Planning – housing and programs
- Directing Participant Support: Help to plan and execute integrated case management decisions for extreme low barrier / difficult participants - include having difficult conversations with participants who are being asked to have a time out; Participant re-entry management; and providing guidance to staff on how to manage difficult participants.
- Working individually with clients to set obtainable goals and then meets regularly to observe and assess progress.
- Responsible for following and documenting progress of clients
- Responsible for creating and maintaining of case files, ensuring they are up to date and accurate

### **Administration**

- Reporting on all areas of responsibilities
- Financial management for program operations, adhering to program budgets and participating in program budget formation and reporting
- Providing input into Policy and procedure management
- Analysis and Strategic planning for the growth and development of programs and services
- Participating in Grant/funding management and planning
- Continuing to bring the organization fully online, supporting staff to utilize and optimize the use of technology.
- Attending bi-weekly Leadership Meetings and reporting on emerging themes, issues
- Attending and contributing with program updates at monthly staff meetings

### **Community Outreach and Communications**

- Responding to or redirecting as appropriate community inquiries received by email, telephone, in-person or through social media.
- Participating in community relations, acting as an ambassador for the organization to convey key messaging
- Representing Squamish Helping Hands Society on community-based committees and forums
- Identifying and developing key partnerships

### **Special Projects**

- Organizing Celebrations of Life
- Participating in development of programs, systems and schedules for the inreach/outreach workers.
- Other special projects as directed and needed
- Participating in Society events, including fundraisers, AGM, Strategic Planning sessions and staff gatherings

### **On-Call Response**

- On call after hours for supervision on rotating schedule

## **Education, Training and Experience**

- A Bachelor's Degree in Social Sciences preferred with minimum (2) years management experience.
- A Diploma in a related human / social service field with two (4) years management experience may also be considered.
- Must have Level 1 First Aid Certificate, and up to date Food safe certificate. Serving it right an asset.
- Crisis Intervention Skills Training and Hostile Interactions Training are also valued as assets.
- Supervisory and / or Leadership specific training valued as an asset.
- Minimum of two (5) years' sobriety if you have been in recovery from alcohol and/or drug abuse issues.
- Three years of case management experience with homeless, low-income, mentally disabled, and chemically dependent persons required
- An equivalent combination of education, training and experience may also be considered.

## **Skills and Abilities**

- Demonstrated ability to work independently and within a team environment while supervising and managing performance.
- Demonstrated ability to communicate effectively both verbally, in writing, social media etc.
- Demonstrated physical / mental / emotional ability to perform the duties of the job.
- Demonstrated ability to operate related equipment.
- Demonstrated suitability to work with disadvantaged and challenging adults in a diverse environment.
- Demonstrated ability to be open-minded and non-judgmental and fair.
- Proficient computer skills (MS Office, Word, Excel etc.)
- Strong Problem-Solving skills and the ability to adapt to a changing environment
- Demonstrated experience managing staff in a union environment
- Knowledge of WorkSafe BC regulations and procedures
- Working knowledge of social housing management
- Experience with a Trauma-Informed approach to participant care and communications

## **JOB CLASSIFICATION:**

**Grid Level:** Excluded Management Position

**Addendum:** SHHS Vision Who we are and Why

Please send a cover letter and resume saved in a PDF format via e-mail to **wshard@shhs.ca** by **11:59pm on December 18, 2022** quoting **Job posting 2022-38** Thank you for your interest but only shortlisted applicants will be contacted.