

JOB TITLE: INTEGRATED HOUSING SUPPORT MANAGER

About Squamish Helping Hands Society

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.

Under One Roof is a community hub that aims to build a sense of Wellness, Community, and Purpose for people in Squamish. It's more than just supportive housing, it's a community food hub, a volunteer hub, a wellness hub and a central access point for supports and services.

Job Summary

The Housing Support Manager is responsible for overseeing housing programs and managing staff within the Squamish Helping Hands Society. This role involves leadership, organizational planning, and community outreach. The manager ensures the smooth operation of housing programs, maintains staff management and HR tasks, and provides participant/resident care.

Additionally, they handle administrative duties, contribute to community outreach, and participate in special projects. The ideal candidate should possess relevant education, training, and experience in social services management.

KEY AREAS OF RESPONSIBILITY:

- Schedule management, staff training, performance reviews, recruitment, and participation in union meetings.
- Oversee housing operations, building maintenance, intake processes, and workflow documentation.
- Organize and manage shelter and housing programs, develop policies and procedures, and collaborate with housing partners.
- Oversee drop-in services, support education and employment programs, and promote community involvement.
- Conduct intake assessments, provide participant support, monitor progress, and ensure proper documentation.
- Reporting, financial management, policy development, strategic planning, and staff coordination.
- Respond to inquiries, represent the organization, develop partnerships, and participate in community events.
- Organize events, contribute to program development, and assist with other assigned projects.
- Rotate on-call supervision duties after hours.

Education, Training and Experience

- A bachelor's degree in social sciences preferred with minimum (1) year management experience OR a Diploma in a related human / social service field with two (2) years management experience may also be considered.
- First Aid Certificate, FOODSAFE certificate, Crisis Intervention Skills Training, and Hostile Interactions Training required.
- Sobriety of at least two years for individuals with a history of alcohol and/or drug abuse
- Three years of case management experience with disadvantaged populations
- Equivalent combinations of education, training, and experience may be considered.

Skills and Abilities

- Strong leadership and communication skills
- Ability to work independently and in a team environment.
- Physical, mental, and emotional capability to perform job duties.
- Proficiency in computer skills and related software
- Problem-solving skills and adaptability to change.
- Experience managing staff in a union environment.
- Knowledge of WorkSafe BC regulations and social housing management
- Familiarity with Trauma-Informed care approaches.

JOB CLASSIFICATION: Management, Full-Time

COMPENSATION: \$72,800/year

GRID LEVEL: Excluded Management Position

BENEFITS: Extended Health and Dental benefits plan after 3 months, participation in Municipal Pension Plan

WORK LOCATION: Onsite, 37871 Third Avenue, Squamish, BC

Apply at info@shhs.ca

Squamish Helping Hands Society is an equal opportunity employer, committed to creating an inclusive workforce that reflects the community we serve. We encourage applications from the diverse backgrounds, including Indigenous applicants, all genders, nationalities, and persons with disabilities.

Squamish Helping Hands workplace currently falls under a Provincial Health Order that requires workers to be fully vaccinated for COVID-19.