

SISTERING

Sistering

JOB POSTING

Position:	Program Manager - Drop In
Term:	Permanent
Report to:	Executive Director
Hours:	37.5 hours per week: Primarily weekdays. May be required to work some evenings and weekends
Location:	962 Bloor St West
Posting Date:	July 24, 2020
Application Review:	August 05, 2020
Application Deadline:	Posting will remain open until a suitable candidate is selected

Sistering is a multi-service agency which offers practical and emotional support to women and trans people facing a variety of challenging life circumstances, including poverty, homelessness, social isolation, mental health and trauma histories.

Our Vision

Sistering envisions a world where all women and trans people, in all our diversity, are valued; a world where we are safe and supported, treated with dignity, and given the respect we deserve. When opportunities are just and equitable, we can live life on our own terms.

Our Mission

Our goal is to create a safe, non-judgmental space for women and trans people who are socially isolated, poor, homeless or precariously housed. Guided by principles of Anti-Oppression and Anti-Racism, Sistering works to change the social conditions that endanger women and trans people's welfare.

What We Do

Sistering's programs include a low-barrier 24/7 Drop In, Housing and Case Support, Harm Reduction, Peer Outreach, On the Path to Employment and Spun Studio social enterprise, and individual and systemic advocacy.

How We Do It

Sistering operates on a trauma-informed and relationship-based model and our harm reduction philosophy is a core element of all the work we do: we are here to respond to participants' needs, where they are at, in the moment, to support participants to learn how to reduce harm and/or increase safety. And we recognize that their lives have meaning and value.

Position Summary

Reporting directly to the Executive Director, the Program Manager – Drop In is a key member of the management team. The Program Manager – Drop In will be responsible for the day to day operations of the low barrier, 24-hour Drop In including the Building and Harm Reduction Program. The Program Manager Drop In is an innovative team builder who will promote a culture of inclusion, collaboration, excellence and continuous improvement, with a strong understanding of working in a culturally diverse environment. The Program Manager - Drop In will also have:

- At least five years of proven experience in a leadership capacity in the community-based non-profit sector, preferably in a unionized environment.
- Proven experience delivery program and services from a low barrier, trauma informed, harm reduction and relationship based framework.
- A track record of managing operations, understanding of supporting and working with an anti-oppression and anti-racism framework.
- Policy experience in the areas of homelessness and housing, harm reduction and/or peer programming.
- Master's Degree-level in social work, sociology, health sciences or in a comparable field, or demonstrated commensurate leadership experience in the sector.

Responsibilities

Program Management

- Ensure policies and practices operationalize the 24-hour Drop In low barrier, trauma informed, harm reduction and relationship-based model.
- Schedule Drop In staff members to appropriate shifts on a monthly basis ensuring the needs of participants, staff and the organization are met efficiently and with care to support our model of care and building strong relationships.
- Monitor that groups and programs continue to meet the needs of participants equitably and help with the development of new groups and programs that fulfill the mission of Sistering
- Accountable for all facets of programming and service development and delivery, supports proposal writing (in conjunction with fund development and others), through planning, budgeting, implementation, evaluation and report writing
- Liaise and support Building Coordinator to ensure smooth operations and maintenance of Drop In and Kitchen space.
- Accountable for programs' compliance with contractual agreements and grant requirements to ensure the accuracy of reporting and ensure that all deadlines are met
- Ensure the implementation of ongoing data collection systems which generate information to be used in program outcomes, reporting and evaluation.
- Review trends in the services, plan and promote innovative and effective programs and community development initiatives related to street involved adult women and trans people, who have complex health issues

Program Development and Advocacy

- Liaise and collaborate with external groups/agencies, strengthen and build partnerships with other organizations aimed at fostering the development of collaborative projects.

- Support Sistering's active participation in initiatives and coalitions.
- Assist with opportunities for new funding streams and contracts within the community including local, regional and federal government entities in partnership with Sistering senior management.
- Provide insight and support to staff and Board in the development and implementation of advocacy goals and objectives.

Staff Development and Supervision

- Provide leadership, supervision and support to staff and leadership of Drop In; Harm Reduction and building coordination including being on a roster for on-call support.
- Supervise and ensure performance management of Drop In; Harm Reduction and Building Coordinator.
- Facilitate program services meetings and arrange for and/or facilitate in-service trainings for Drop In and Harm Reduction
- Participate in the recruitment, hiring, ongoing supervision, performance management and

Other Duties as Assigned

General Qualifications

- Thorough understanding of and experience working in programs serving women and trans people with complex intersecting needs including homelessness, mental health issues, addictions, histories of trauma and disabilities.
- Strong understanding of and demonstrated commitment to model of service, which is grounded in harm reduction, client-centered, trauma-informed, low barrier service provision and anti-oppressive practices.
- Thorough knowledge of and experience with community-based resources and services including housing, legal, income support, health, nutrition and meal provision, mental health and criminal justice.
- An understanding of systems that cause and support homelessness, poverty and marginalization and willingness to advocate for change.
- An understanding of the practical application of low barrier services and the intersection with harm reduction, trauma informed and anti-oppressive practice.
- Ability to multi-task, work in a fast paced, sometimes unpredictable environment, identify key priorities and effectively see things to completion.
- Thorough knowledge of legislation relevant to operating Sistering programs, including Ontario Works and ODSP, Ontario Human Rights Code, Occupational Health and Safety Act, Employment Standards Act, Accessibility for Ontarians with Disabilities Act and Mental Health Act.
- Experience managing programs and preparing and monitoring budgets and work plans
- Skilled in crisis intervention, de-escalation, conflict mediation, debriefing, training and group facilitation.
- Excellent communication skills both oral and written

- Additional languages besides English an asset
- Proficiency with Microsoft Office Suite and other online tools.
- Experience working with Pirouette and SMIS.

Work Conditions

The Program Manager works in the Drop In, office and community. Sistering is a 24/7 operation, fast paced, intense environment. Working in the Drop In may require some physical effort (walking around Drop In/between floors, lifting and standing during meal serving).

There will be the risk of exposure to potentially unpredictable behaviours and situations. Sistering is a pet friendly facility and as such, employees will be expected to be in the proximity of animals.

Compensation: Competitive salary based on experience and excellent benefits package

Sistering is an Equal Opportunity Employer; we welcome and encourage applications from racialized persons/visible minorities, Indigenous persons, persons with disabilities, ethnic minorities, and persons of minority sexual orientations and gender identities.

Persons with disabilities who anticipate needing accommodations for any part of the application process may contact, in confidence, Priyanka Sheth, by email psheth@sistering.org, or phone at 416-926-9762 ext. 274

Apply by email or regular mail marked as “Application for Program Manager Drop In”

Email to: psheth@sistering.org

Mail to: Priyanka Sheth

Attn: Hiring Committee - Sistering

962 Bloor Street West, Toronto, ON M6H1L6