



## Job Posting

**Position Title:** Site Manager – Violence Against Women Shelter

**Position Type:** Permanent, Full- Time

**Salary:** Competitive

Since 1982, the Red Door Family Shelter has provided emergency shelter and support for women and children affected by domestic abuse, families experiencing a housing crisis, and refugee claimants with nowhere else to turn. In the early 80's there was only one other shelter operating in Toronto. Responding to the growing need for shelter space for homeless families, the Red Door was opened in the basement of the Woodgreen United Church by a group of volunteers. We have now grown to be one of the largest family shelters in the city, providing shelter and support to over 350 families every year.

**Our Vision:**

Ending family homelessness one family at a time.

**Our Mission:**

The mission of the Red Door Shelter is to end homelessness for each family that comes through our doors by providing a safe, temporary refuge and critical services to support them in healing, rebuilding their lives and integrating back into a community.

As we strive to achieve our vision and mission we are committed to our values:

**Quality** - providing high quality, client-centered programs and working towards continuous improvement on behalf of the children and families we serve.

**Caring** - serving our families with respect, dignity, empathy and compassion, and celebrating the diversity and uniqueness of each individual.

**Advocacy** - working towards ending the cycles of violence and poverty through advocacy and empowerment of our clients.

**Collaboration** - building effective relationships among clients, volunteers, donors and staff, and seeking opportunities to form partnerships with the broader community.

**Integrity** - delivering accessible, flexible, and transparent services while acting with integrity in a professional, ethical, non-judgmental, honest manner at all times.

**Accountability** - measuring, achieving, and reporting results and using funder and donor dollars wisely.

## **The Opportunity**

Reporting to Director of Client Services, the Site Manager is responsible for achieving and maintaining high standards in the overall delivery of client services at our Violence Against Women (VAW) location. The Site Manager will ensure staff are performing and delivering quality services to the clients. This position is responsible for meeting all reporting, quality assurance and programming requirements.

## **Responsibilities:**

- Ensure all staffing levels comply with the required standards while constantly monitoring the shelter's staff schedule, relief staff scheduling, and smooth shelter operations.
- Manage the performance of shelter staff and Program Managers by maintaining communication systems that support teamwork and promote collaborative working relationships.
- Participate in the recruitment & selection, orientation, training and evaluation of staff in the service and program areas to effectively fulfill staffing needs.
- Provide formal and informal supervision to staff, coaching, performance evaluations, recommendation for staff training and development, and implementation of corrective actions as required.
- Ensure that policies, procedures, and budget requirements are met.
- Manage client services by ensuring the coordination of all resources to meet clients needs.
- Provide leadership to help facilitate dispute resolution within the site, using collaborative process, in a constructive and positive manner.
- Manage Shelter programs by developing, approving, and reviewing quality programming in conjunction with the Director of Client Services, while working with the Program Manager to ensure positive results.
- Provide input into the annual budget planning process to ensure adequate staffing and resources for service and program delivery.
- Maintain quality standards of the shelter environment and programming while adhering to the shelter standards set by the funder.
- Actively participate in ensuring maintenance of a safe and healthy work environment.
- Ensure communication with the Director of Client Services when addressing all shelter/client issues, complaints, incidents, and serious occurrences in a timely manner.
- Other responsibilities and tasks as assigned.

## **Skills and Experience:**

- Progressive experience in site management, including managing staff and team in the union environment for a minimum of 3 years.
- Willingness to train in and gain understanding of shelter services, the non-profit sector, government funded services and relevant community resources.
- Ability multitasks in a 24/7 environment with multiple demands and conflicting priorities.
- Excellent conflict management, problem solving and team building skills.
- Comfortable to use technology, adapt and learn new systems.

- High level of attention to details.
- Willingness to learn and train in coordination of case management, counselling, crisis intervention and advocacy work.
- Willingness to gain experience and training in providing services from a trauma-informed lens, including violence against women services and interventions, child abuse, and the issues and barriers facing abused women and their children in the re-establishment process.
- An ability to work with compassion, to learn about issues of social justice, and to work within anti-racism and anti-oppression frameworks.
- Strong people management skills and the ability to effectively manage, coach and develop a diverse team of talented, professional staff.
- Highly organized with strong administrative and budgeting skills.
- Excellent time management skills with the ability to efficiently organize team`s work, set priorities to ensure the deadlines are met.
- Ability to learn on the job and apply new processes and procedures.
- Working knowledge of MS Office, and the ability to work with a database management system.
- Strong verbal and written communication skills.

**Benefits:**

- Flexible working hours
- Extended health care
- Vision care
- Dental care
- Life insurance

**Please note:** a vulnerable sector police check is required by the successful candidate prior hiring.

**How To Apply:** Please submit your resume to Angie Urbina at [hr@reddooshelter.ca](mailto:hr@reddooshelter.ca) with the title or deliver it in person to 21 Carlaw Avenue Toronto, ON M4M 2R6.

***The Red Door is an equal opportunity agency and encourages applications from all those who wish to apply. We especially welcome those who have lived experiences and affinities that align with our clients in order to best represent their interests, including women-identifying people, members of the 2SLGBTQ+ community, Black, Indigenous, people of colour (BIPOC), newcomers to Canada, those who have experience with homelessness and violence, and those with disabilities. Regrettably, we are not fully wheelchair accessible at our main office or our Violence Against Women shelter.***