

## **JOB POSTING**

### **MANAGER, TENANT & MEMBER SERVICES**

**Program Funded Contract until March 31, 2020 Starting**

**Salary: \$71,580**

Full Time, Regular hours of employment are 8:30 a.m. to 4:30 p.m. Monday to Friday. These hours can flex to encompass supervision of expected afternoon and weekend shifts of direct reports.

**Date Ad Posted:** September 28, 2018

**Application Deadline:** October 15, 2018

**Mainstay Housing** provides quality, affordable and accessible housing primarily for marginalized individuals. We are offering an exciting opportunity for a dynamic individual to become part of a passionately dedicated and skilled staff team. Mainstay's mandate is to provide safe, secure, affordable housing and professional service to people who experience complex mental health and addiction challenges, trauma, poverty and homelessness. We are a private, non-profit housing corporation, which owns and manages 41 buildings with over 900 units and Rent Supplements across Toronto.

Manager, Tenant & Member Services is a challenging and rewarding position that reports to the Director of Tenant & Member Services, and operates within a department team. The Manager will provide staff supervision and direction to 5 full-time Supportive Housing Workers (SHWs), 2 part-time Peer Support Workers and a Housing Locator; ensure effective program/ service delivery consistent with our mandate, philosophy and policies, as well as our legal, contractual and budgetary requirements; and develop program plans that meet our goals and objectives. SHW duties include Agent of the Landlord, Site Support and Community Development/Capacity Building/Health Promotion.

#### **Major Duties & Responsibilities:**

- Supervise Supportive Housing Workers, Peer Support Workers and Placement Students
- Participate in hiring staff, defining duties, and assigning workloads
- Provide appropriate training and orientation to employees
- Ensure data collection and reporting are completed as per organizational standards and processes
- Generate program level reports and submit to funder
- Manage relationships with funders and sector partners
- Engage in advocacy work
- Develop and foster a dynamic and constructive team including opportunities to build knowledge
- Develop and implement effective strategies that increase tenants' housing stability, improving their quality of life and well-being
- Collaborate with other internal departments to coordinate the provision of service to tenants
- Engage in quality improvement initiatives including the evaluation of site programs, services and structures - Coordinate and lead internal committees
- Being on-call after regular business hours on a rotating basis with colleagues. -Travel is required, mainly in Toronto.

#### **Education and Experience:**

- Bachelor's Degree in Social Work, Sociology, Psychology or other related disciplines
- Minimum of five years' experience in mental health/addictions, housing, homeless or other social service experience, including direct service practice

**Knowledge, Skills and Abilities:**

- Strong understanding of and commitment to working within a community development framework
- Knowledge of, and experience in, the application of recovery principles, client-centered, harm reduction, trauma-informed, and anti-oppression practices
- Previous supervisory experience, preferably in a unionized setting
- Strong working knowledge of the *Residential Tenancies Act*, *Mental Health Act*, *Occupational Health and Safety Act*, *Human Rights Code*, and *Employment Standards Act*
- Understanding of the housing and homelessness service system in Toronto
- Highly developed interpersonal skills honed through experiences in conflict resolution, crisis intervention/prevention, counseling, coaching, and the ability to maintain appropriate boundaries
- Proficiency in English; excellent verbal and written communication skills
- Experience designing, developing and managing programs including monitoring budgets
- Experience working with regulated health professionals in multi-disciplinary teams
- Knowledge of and experience in quality improvement
- Client advocacy and negotiation skills
- Computer proficiency (Word, Excel, PowerPoint, used)
- Valid driver's license

**Assets:**

- Prior experience working with Access, SMIS and Pirouette
- Experience in program evaluation is an asset

**Resumes may be submitted BY EMAIL to [HumanResources@mainstayto.ca](mailto:HumanResources@mainstayto.ca)**

Only applicants to be interviewed will be contacted. No phone calls please.

The main office location is within a Mainstay residence that is not smoke free within units. Mainstay Housing is an environment that is characterized by respect, choice and inclusion. We strive to reflect the diversity of the community. We are committed to developing a barrier-free selection process and work environment. If contacted, please advise Human Resources if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.