



**OTTAWA SALUS CORPORATION**  
**INTERNAL/EXTERNAL JOB POSTING**

<b>Position:</b>	Program Manager, Community Development Services
<b>Number of Position(s):</b>	One (1)
<b>Position Type:</b>	Permanent Full Time excluded position (Monday to Friday) with flexibility for after hour coverage.
<b>Language Requirement:</b>	Bilingual
<b>Posting Date:</b>	December 23, 2022
<b>Closing Date:</b>	January 17, 2023 (Internal candidates: January 10, 2023)
<b>Reports to:</b>	Senior Manager, Clinical Services
<b>Direct Reports:</b>	Community Developers (11), Rehabilitation Workers (2)
<b>Start date:</b>	As soon as possible

**With a vision of *Stable Housing for Everyone*, Salus creates opportunities for adults with mental health, substance use health and addictions challenges to live independently by improving access to housing and a community of integrated support services. Salus supports over 600 clients, many of whom benefit from affordable housing opportunities offered directly by Salus or facilitated through various partnership arrangements.**

**Purpose of Position:**

The Program Manager oversees Ottawa Salus' supportive housing Community Development services offered within Salus owned housing stock and in buildings owned by other affordable housing providers. The Program Manager is responsible for operating and improving the Community Development services including management and supervision of staff. The Program Manager is also responsible for the development and achievement of the agency's goals and objectives. This includes providing leadership to community development staff ensuring the appropriate delivery of programs/services within the agency's framework of vision, mission, goals and expected outcomes.

**Accountabilities:**

Areas of responsibility of this position include, but are not limited to the following:

1. Manages the implementation and administration of Salus' supportive housing Community Development Services to ensure that services are operating efficiently and effectively. This includes setting priorities, balancing community development portfolio coverage through assignment of work.
2. Ensures adherence to the agency vision, values and mission, program/service/partnership goals and outcomes and specifically that front line staff operate within the logic model.
3. Ensures that Ottawa Salus works within its purview as a supportive housing service provider, in accordance with the Mental Health Act and the Residential Tenancies Act and is in compliance relative to policies, operating agreements, regulations and other relevant legislation. Stays abreast of regulatory/legislative changes, best practices, techniques and leads staff to change their practice accordingly.
4. Works within delegated authority for spending on specific lines within the pre-established limits and provides input to the budget process for the department. Provides input into funding applications to secure additional funding for the development and operation of the organization's supportive housing services.

5. Manages the recruitment and onboarding of staff and students on placement. Supervises, guides, supports and disciplines, when required, with timely and direct feedback; and creates performance development plans and performance improvement plans as necessary to achieve the optimal performance.
6. Trains, coaches and supports staff to ensure they have the tools to deliver quality supportive housing programs/services that result in a high level of client/tenant satisfaction and housing stability. Encourages and models the goal of continuous learning and improvement by providing leadership, ensuring good information flow and facilitating positive morale and teamwork.
7. Schedules work, approves and monitors leaves and provides back-up to staff working outside office hours. Participates in agency-wide managers' on-call services.
8. Develops and maintains relationships with community partners, and represents Salus in its Supportive Housing Services role, including by not limited to housing, emergency and support service providers.
9. Performs other duties consistent with the job description as determined by the supervisor from time to time.

**Dimensions:**

Employees:

11 community developers  
2 rehabilitation workers

Partnerships:

Ottawa Community Housing  
Veteran's House

**Key Relationships:**

- Internal: Senior Leadership, Management team, Salus staff
- External: Partner agencies

**Qualifications:**

- Master's degree in a relevant discipline.
- Administrative experience, preferably in the non-profit sector.
- Five years' experience in supportive housing for vulnerable individuals, specifically adults living with serious mental illness and addictions, as well as individuals who are homeless and/or who have been in conflict with the law.
- Two years or more supervisory experience, preferably in the mental health field, in a unionized environment.
- Specialized training in strengths-based and client-centred practice, psychiatric and psychosocial rehabilitation, mental health recovery, concurrent disorders and residential tenancies law.
- Experience working with family members of clients/tenants.
- Familiarity with resources used or needed by our clients/tenants.
- Valid drivers' license and use of own vehicle with insurance is required.

**Language Requirements:**

This is a bilingual position requiring proficiency in English and French.

**Hours of Work:**

In addition to the standard hours: Manager on-call rotation and flexibility to work weekends to oversee operational requirements.

**Working Conditions:**

The position is generally located in pleasant working conditions where there is minimal physical discomfort or risk of accident or ill health; however, may be asked to deal with unpleasant situations. Has normal office activity of sitting, standing, and walking; may sit for long periods of time with the ability to get up and move around as necessary. Mental fatigue may result from focusing and concentrating on responsibilities while at the same time meeting several priorities and deadlines.

This position is characterized by the need to deal with a variety of complex issues and individual cases where the incumbent is required to deal with problems or issues of consequence or importance and the need to maintain an awareness of the legislative and policy approaches that are relevant. There is often emotional and mental stress due to the issues to be managed, time constraints, and the impact on the tenants and the organization.

**Knowledge:**

- Knowledge of personnel administration including supervision principles in a unionized environment.
- Strong understanding of current approaches for mental health and addictions, harm reduction, client-centred principles and models and approaches relevant to community mental health services.
- Knowledge and understanding of the mental health system (Mental Health Act Ontario).
- Knowledge of psycho-social and psychiatric rehabilitation principles and interventions, including Mental Health Recovery.
- Knowledge of planning principles, evaluation theory, and program development.
- Knowledge of the Residential Tenancies Act, and tenant rights and obligations.
- Demonstrates knowledge of the principles of conflict resolution and dispute settlement.
- Knowledge of Forensic system. (asset)

**Skills:**

- Proficient with personal computers, email, word processing, excel spreadsheets, presentation, databases, reporting software. Office 365 product familiarity an asset.
- Excellent verbal and non-verbal (spoken and written) communication skills.
- Able to organize, implement and analyse the results of a basic research project.
- Able to formulate and carry out an operational plan.
- Able to understand the complexities of client/tenant community support, operating agreements, funding and legislation.
- Managing time and resources effectively.
- Synthesizing information effectively.

**Suitability:**

- Displays values and attitudes in keeping with the helping professions and with Salus' vision, mission and values.
- Excels in the following areas:
  - Team leadership
  - Planning, evaluating, improving and developing programs.
  - Negotiating and conflict resolution
  - Managing time and resources
  - Synthesizing information
  - Managing multiple tasks
  - Analytic thinking
- Demonstrates professionalism and demonstrates tact and diplomacy.
- Demonstrates empathy and social awareness.
- Able to relate to routine operations in a manner that is consistent with existing policy and

- procedures; able to conform to established policy and procedures.
- Displays values and attitudes in keeping with the helping professions and with Salus vision, mission and values.
  - Utilizes sound judgement, common sense and considers the big picture in decision-making.
  - Works cooperatively in a team and in partnership with other agencies.
  - Commits to work and life-long learning.
  - Handles pressure and changing work demands.
  - Has a commitment to French Language Services.
  - Works independently with a minimum of supervision.

### **Pre-Hiring Requirement**

- Academic certificates
- Criminal reference check (Vulnerable Sector)
- Proof that the successful candidate has received both doses of a Health Canada approved COVID 19 vaccine at least 14 days before the first day of work, subject always to Ottawa Salus' duty to accommodate under the Ontario Human Rights Code.

### **WHY WORK AT OTTAWA SALUS?**

Salus has a proven record of successfully supporting clients with serious and persistent mental health and addictions illness to live their best possible life. Regardless of their role in the organization, our staff are passionate about their work and supporting clients on their journey to recovery. They know they have an impact on their client's lives and consistently report that working here is a fulfilling experience. If you are someone that wants to make the world a better place and bring hope to others, you will love working here.

We offer all these and many more including:

- Competitive earnings
- Generous Health benefits and pension plan (HOOPP)
- Compressed workweek
- Paid vacation days
- A friendly team who create a great work environment

### **Application instructions:**

If you wish to apply for this position, please send your resume and cover letter as a single document by email with the subject "**Program Manager, 122022** to [hr@salusottawa.org](mailto:hr@salusottawa.org) by 4.30pm on **January 17, 2023**. Deadline for interested internal applicants is January 10,2023.

Candidates are encouraged to apply as early as possible since the posting will be closed once a suitable candidate is selected. While we thank all applicants for their interest, only those selected for an interview will be contacted.

Ottawa Salus is an equal opportunity employer and values diversity in its workforce. Do not hesitate to contact us if you require alternative arrangements to submit your application. Candidates requiring accommodation during the interview process should advise in advance