



Housing Services & Drop-In Manager

Position: Permanent full-time
Hours: 35 hours per week, flexible, could include weekends and evenings
Supervisor: Executive Director

Are you committed to building inclusive, dynamic and diverse communities? Do you want to be part of a community organization brimming with potential?

The CRC is an innovative, collaborative mid-sized, multiservice agency that has proudly served the Regent Park and surrounding neighbourhood for over 50 years. We are home to the Regent Park Community Food Centre and its suite of high-impact programs. In 2012, the CRC opened a beautiful new building and a new chapter in its history. Our building has a 5000 square foot community hub of program space and we host the only not-for-profit social housing in Regent Park. The CRC works with low-income community members to build capacity to change situations and conditions for the better, both in their own lives and in the wider community.

We are seeking a talented, motivated **Housing Services and Drop-In Manager** to lead our Housing and Drop-In services and join a dynamic, creative, and dedicated leadership team. You'll work with talented staff, a dedicated board, passionate volunteers, and collaborative partner agencies. 40 Oaks is new housing that opened in 2012 and houses about 100 people in 87 units.

The ideal candidate is adept at people management and has a deep understanding of social housing and drop-ins. They will provide a vision for a dynamic space which welcomes diverse community members and engages participants to make transformative change in their lives. The candidate will be collaborative and seek to leverage internal and external partnerships to create a high impact community hub offering wraparound services.

Major Responsibilities

1. Oversee Housing, Drop-In and Clothing staff and services
2. Manage Property Management provider and Partnership Relationships
3. Administration
4. Participate as a CRC leadership team member

Responsibilities

1. Oversee Housing, Drop-In and Clothing staff and services

- a) Oversee Drop-in services and staff
- b) Provide leadership to develop, implement, and monitor Drop-in programming with a focus on skills and capacity building through small group initiatives
- c) Oversee Housing Help and Housing Support services at CRC
- d) Oversee the Clothing Program staff

2. Property Management and Partnership Relations

- a) Liaise with the property manager of 40 Oaks and report issues/concerns to the Director of Finance and Admin and/or Executive Director
- b) Foster, manage and evaluate positive relationships with all partner agencies involved in 40 Oaks and review agreements annually
- c) Act as property manager at rooming house – oversee work required for maintenance, collect rent, ensure support for tenants, and maintain licensing

3. Administration

- a) Lead a team effectively to deliver impactful results and programs with our community members and tenants
- b) Develop and manage work plans with staff with outcome measures and indicators
- c) Oversee data collection and evaluation for programs to ensure impact, consistency, accuracy, and continual improvement
- d) Facilitate team meetings, supervise staff and implement performance management
- e) Prepare, oversee and maintain a balanced budget
- f) Represent CRC in the community and at sector networks

4. Participate as CRC Leadership team member

- a) Play key role and assist in leading management and staff meeting, trainings, agency functions as required
- b) Build a culture of team work

Qualifications and Experience

- 3+ years' experience in the not for profit housing sector
- Drop-In experience an asset
- 2+ years in management
- Experience effectively supervising a staff team
- Demonstrated ability to work in partnership with diverse partners in a community setting
- Degree in a relevant field of study
- Demonstrated program planning and evaluation experience

Knowledge and Skills

- Excellent leadership skills; impeccable judgment and discretion; strong diplomacy
- Creative, solutions-focused, team player
- Demonstrated experience and excellent skills in conflict resolution and de-escalation
- Exceptional interpersonal and communication skills, both written and oral
- Strong computer literacy
- Self-starter, detail-oriented, punctual, consistent
- Able to work sensitively and with healthy boundaries with people of diverse backgrounds, including those who experience poverty and discrimination
- Able to work occasional evenings and weekends as required
- Ability to inspire and motivate others; patient with a good sense of humour
- Knowledge of Regent Park an asset
- Experience in a unionized environment an asset
- A second language relevant to the Regent Park community an asset
- Ability to organize workload to ensure cyclical deadlines will be met and to prioritize multiple tasks in a fast-paced environment
- A vulnerable sector police check will be required if hired

Please submit your cover letter and resume in one document by February 2nd, 2018 to hiringcommittee@tcrc.ca.

CRC encourages applications from people representing the diverse community we serve. We thank all candidates for their interest, but only those selected for an interview will be contacted. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), CRC will provide accommodations to job applicants with disabilities throughout the recruitment process. If you require any accommodations, please notify us and we will work with you to meet your needs.

We thank all candidates for their interest, but only those selected for an interview will be contacted.

January 19, 2018