



Job Description – Manager of Transitional Housing & Shelter Program

Position title	Manager, Transition Housing
Department	Operations
Reports to	Executive Director of Egale Youth Services
Term	Permanent Full Time
Level / Salary range	Experienced non manager
Location	489 Queen Street East
Application deadline	Until filled
Apply by	jobs@egale.ca – Note Job Title in Subject Line

Egale Housing and Mental Health Services

Lesbian, Gay, Bisexual, Trans, Intersex, Questioning and 2-Spirit (LGBTQI2S) youth are at greater risk of homelessness, suicide and substance abuse than their heterosexual peers. They have higher rates of depression, anxiety, self-harm, and feelings of isolation. Egale Youth OUTreach (EYO) is committed to supporting Toronto's LGBTQI2S youth with these challenges. When Egale Centre opens it will provide critical LGBTQI2S transitional housing to 31 homeless youth, of which 5 will be shelter units.

Vision

A Toronto where LGBTQI2S youth are safely housed, have access to mental health services & peer support, experience a sense of belonging, and are encouraged to live their dreams.

Egale Centre

Referrals to our House will come through Egale Youth OutReach (EYO) and other referrals from partner agencies, while emergency referrals will come through the City's Central Intake. Counselling will be provided in both locations and Egale Centre residents will be able to access all EYO programs and activities. Our case management approach will enable residents to set realistic, achievable goals for themselves as a pathway to more sustainable housing after their time with Egale Youth Services. .

Our ultimate objective: a sustainable housing strategy, to empower LGBTQI2S youth to secure long-term, sustainable housing and ultimately manage their own lives. We will work closely with our key housing partners, Fife House and Dixon Hall, and in partnership with other social housing providers and services.

Job Description Summary:

The Manager of Transitional Housing will report to the Executive Director of Egale Youth Services and supervise a team of Housing Workers staff. They will play an integral role in contributing to and executing the strategic direction of Egale Centre, setting and delegating clear priorities in the development of initiatives and programs.

They will be responsible for the oversight of services, facility and programs, ensuring the efficient and effective day-to-day operation of Egale Centre using a youth centered and harm reduction approach.

Responsibilities:

- Support the Executive Director in formulating the vision, setting out the strategic priorities, and developing the strategic plans for Egale Centre; implement the strategic directions developed in collaboration with the Board of Directors;
- Support the effective implementation of Sectoral Guidelines such as Toronto Shelter Standards and provincial transitional housing guidelines;
- Manage all aspects of Egale Centre program operations in accordance with the City of Toronto Shelter Standards and the values and principles of Egale Youth Services;
- Responsible for the day to day operations of the housing programs to include the intake and referral programs, managing the operations budget ,managing the resource planning and talent development for housing staff and ensure all health safety requirements are effectively maintained;
- Work with the City of Toronto Central Intake team for the management of the shelter units and in support of the reporting and needs for the City of Toronto Funding requirements;
- Put forward proposals for new services and programs, overseeing operations, identifying and responding to policy issues that impact homelessness and poverty in the LGBTQI2S community;
- Establish key strategic partnerships to further Egale Youth Services mission, and is a key liaison for government-related affairs;
- Communicate with stakeholders to keep them informed of the work of Egale Centre and overall Egale Youth Services and to identify changes in the community as a result of the work at Egale Centre;
- Establish good work relationships and collaborative arrangements across sectors, community groups, agencies, research institutions, funders, politicians

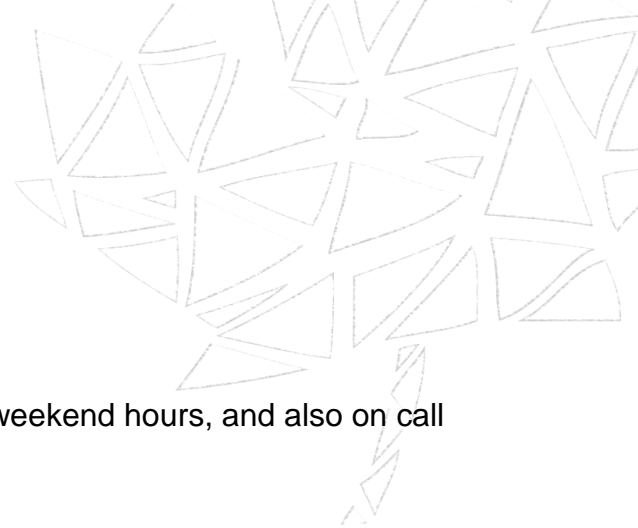
and government, and other non-profit organizations to build effective partnerships to help achieve the goals of Egale Centre and overall objectives of Egale Youth Services;

- Collaborate with the Fund Development team to ensure that effective fundraising strategies are sustained and advanced;
- Establish effective measurement systems to assess the impact and value of our support and services as well as maintaining the critical measurement data needed to report back to the City of Toronto and other donors;
- Prepare and present housing update reports to Board and Key donors as required;
- Reflect the charity's issues in policy discussions with various levels of government;
- Ensure initiatives and programs are design in partnership with other organizations, building upon the intersectionality of Egale's work supporting the needs of the LGBTQI2S community;
- Develop and review regularly policies and procedures that are consistent with Egale Youth Services, any legislation and/or City Standards;
- Ensure all donor reports are submitted on time and ensure compliance of all donor reporting requirements and applicable laws and regulations;
- Ensure that an effective intake assessments for shelter and housing referrals are undertaken including: screening youth to assess appropriateness and fit to our services in addition to supporting the youth in their transition to sustainable housing;
- Oversees interaction with residents regarding complaints, violations, applications for housing, transfer requests, etc.;
- Ensures the appropriate handling of tenant files and protection of personal information;
- Provide direct and indirect supervision to the Transitional Housing team
- Oversee the scheduling of staff;
- Determine appropriate staffing requirements for programs and services
- Manage and support staff through regular performance reviews, coaching and mentoring the team effectively to meet the program goals;
- Guides staff in effectively resolving difficult occupancy issues and disputes
- Consultation with the Finance team to prepare annual operating budgets;
- Manage the approved annual budget and ensures adequate funding is available for new and existing programs, services and operations; identify new funding opportunities;
- Adhere to the approved annual budget and communicate in an efficient and timely manner to the Executive Director of emerging financial issues that could impact the fiscal health of Egale Centre;
- Work in partnership with the Manager of Egale Youth Services Center to alignment on services;

- Ensure inspect of the centre for cleanliness, safety and compliance with the Ontario Health and Safety Act;
- Carry out other duties as assigned by the Executive Director of Egale Youth Services.

Abilities, Knowledge & Skills Required

- Undergraduate degree in a relevant field or discipline (Social Work, Public Administration, Social Services) and/or comparable work experience;
- Operational Housing or Shelter experience and knowledge of the critical housing programs to support youth homeless challenges;
- 4+ years of experience supervising, managing, evaluating, training and coaching staff;
- Experience monitoring operational budgets;
- Ability to develop and implement effective housing programs which assist youth in building personal life skills to enable independent living;
- Experience is making presentations to Boards, donors or community groups in support of the housing strategy;
- Experience working with homeless and at-risk youth, preferably in residential services, housing or a shelter system;
- Familiarity with Toronto Shelter Standards, Occupational Health and Safety regulations and Public Health guidelines as they pertain to emergency shelters and transitional housing programs;
- Knowledgeable in affordable and supportive housing management and development, shelter services, employment and training services, mental health and addiction services, and community-based social services;
- Understanding of uses of substance use, mental health, and harm reduction gained through direct experience working with individuals, preferably youth;
- Takes an analytical and tactical approach to creating and sustaining critical change;
- Demonstrated ability to deal with sensitive situations with tact and diplomacy
- Ability to forge strong, key strategic relationships and partnerships and influence at all levels;
- Excellent communication, conflict mediation and interpersonal skills;
- Effective interpersonal skills to facilitate productive and appropriate relationships with client group, external agencies, Egale Youth Services staff and partner agencies;
- Experience working directly with LGBTQI2S marginalized populations and with employing community development, harm reduction or recovery approaches to service development and delivery.



Additional requirements

- This position will require occasional evening and weekend hours, and also on call emergency response;
- Current Police Vulnerable Sector Check required.

We'd Like You To Know...

Accommodations are available on request for candidates taking part in all aspects of the selection process. If you require an accommodation (including alternate format materials, accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs.

Egale's Statement on Employment Equity and Diversity

Egale is committed to ensuring that members of traditionally marginalized groups, from a broad range of communities, feel empowered to apply for positions within the organization. We encourage qualified applicants to consider work and volunteer opportunities with Egale as we recognize that a diverse work force and volunteer base are critical to accomplishing our mission. The organization is dedicated to taking proactive steps to overcome historical patterns of discrimination in our society which have created barriers of race, colour, religion, sex, national origin, age, disability, language, class, sexual orientation, and gender identity or expression for some individuals and have resulted in the denial of their full participation in society.

Join Our Team and Be Part of Our Mission!

To put forward your candidacy, send an email to jobs@egale.ca with your **resume** and **cover letter**.

Please specify the **position title in subject line** and ensure your **cover letter clearly states:**

- **Experience working with homeless and at-risk youth, preferably in a residential setting**
- **Why you would be a good fit with Egale Youth Services**

Please note that as a condition of employment, the successful applicant must complete a Vulnerable Sector Screening Police Reference Check.

We thank all candidates for their interest. We regret that only those selected for an interview will be contacted. **NO PHONE CALLS PLEASE.**