

## Manager of Residential Services

The Elizabeth Fry Society of Ottawa is a not-for-profit community agency offering programs and services to individuals in conflict with the law. The Manager of Residential Services is responsible for the management of staff and operations of an Elizabeth Fry Society residence, which provides transitional housing in a community residential facility for criminalized women. This is a full-time, permanent position in a feminist, unionized environment. Work hours are primarily day-time hours, and include after-hours and weekend hours, as needed, to support staff and residents.

### Core Responsibilities: Staff, Operations and Community

The Manager of Residential Services has overall responsibility for managing the staff and operations of a residence that houses an average of 10 to 20 women.

#### Staff-related Responsibilities

- **Supervising and overseeing performance of staff** (full-time, part-time and relief staff) to ensure they are carrying out their assigned responsibilities.
- **Supporting, motivating and engaging staff**, including through orientation and training, support on client issues (case management support and other problem-solving support, and resolving staff issues in accordance with established policies and procedures.
- **Ensuring 24/7 staff coverage** to meet funder requirements and to ensure safety and security of staff and residents.
- **Coordinating recruitment and hiring of staff** in collaboration with the Executive Director and others.

#### Operations-related Responsibilities

- **Overseeing 24/7 operations of the residence** to ensure the safety and security of staff and residents. This includes meeting regulatory requirements (provincial and/or federal regulations that apply to E Fry Ottawa residences). It also includes **proactively addressing crises and operational issues as they arise** and informing/collaborating with the E Fry Ottawa Executive Director to resolve them.
- **Maintaining and managing client applications and client lists** in collaboration with staff to ensure timely completion of applications, discharges and other resident status issues. This involves frequent communication with corrections and justice organizations and other social service agencies.
- **Advocating for criminalized women** through decision-making that best meets their needs, in keeping with E Fry Ottawa's mission, vision and values, and in collaboration with E Fry staff and other organizations to support clients in achieving their goals.
- **Ensuring that required statistics and information regarding clients and operations are gathered and submitted** to the Executive Director and funders, as needed.
- **Ensuring that the facility is safe and functional.**

#### Community-related Responsibilities

- **Collaborating with community partners** (including other E Fry Societies, other social justice and service providers) and government agencies to support clients and to maintain effective community relationships.

#### Other Responsibilities

The Manager may also be responsible for

- scheduling, on-call duties and/or relief work (to back up staff)
- providing security training to staff and/or managing reliability clearance of residence staff
- periodic visits to provincial jails and/or federal prisons in Ontario and Quebec
- other duties as assigned by the Executive Director

## Required Qualifications, Knowledge, Capacity and Commitment

### Required education and experience

- ✓ Master's degree in criminology, social work or related field OR equivalent experience and a bachelor's degree or diploma in a relevant field
- ✓ Five years of experience supporting marginalized populations (including those facing multiple barriers such as poverty, physical and/or social isolation, homophobia and/or transphobia discrimination, criminalization, violence, lack of housing)
- ✓ Five years of experience supervising staff
- ✓ Three years of experience in a residential setting
- ✓ Relevant experience working with criminalized women
- ✓ Relevant experience working with people with moderate to severe mental health issues
- ✓ Experience with high-stakes decision-making

### Required knowledge, capacity and commitment

- ✓ Excellent communication skills – English verbal and written
- ✓ Excellent leadership skills – including the capacity to collaborate and make decisions based on assessment of options, best outcomes for those involved, and alignment with E Fry policies, mission and values. This includes excellent crisis intervention and decision-making skills
- ✓ Excellent interpersonal skills
- ✓ A strong understanding/knowledge of the justice system (Ontario and federal)
- ✓ A feminist outlook and commitment to advocating for marginalized and criminalized women in line with E Fry Ottawa's mission, vision and values
- ✓ Excellent organizational and time-management skills
- ✓ A valid driver's license and clean driving record
- ✓ Valid First Aid and CPR certification
- ✓ Ability and willingness to work evening, overnight and weekend periods, if required.

**The successful candidate will be required to pass a security clearance at the Protected B level.**

### Not required, but desired qualifications

- ✓ Management experience in a unionized environment
- ✓ Experience working with criminalized women
- ✓ Fluent in French
- ✓ Knowledgeable about local community resources
- ✓ Nonviolent Crisis Intervention training and other relevant training

### Salary

One full-time permanent position—salary: \$45,000. One full-time contract position—based on salary: \$45,000.

## How to apply

Please submit your résumé, along with a cover letter, **by Wednesday, October 30, 5:00 pm** to Cathy Robinson, Interim Executive Director, c/o: [careers@efryottawa.com](mailto:careers@efryottawa.com)

**Thank you very much for your interest in this position!**  
**We will only contact those invited for an interview.**