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If you are an amazing manager, consider joining our management team!

Manager of Residential Services, Lotus House

The Elizabeth Fry Society of Ottawa is a not-for-profit community agency offering residential and community programs and services to women and men in conflict with the law. Lotus House is our Residential Bail Bed House. It offers a 24/7 supportive living environment and a residence for up to twelve women who have been released on bail while awaiting their court date. The Manager of Residential Services, Lotus House, is responsible for managing staff and operations of Lotus House and reports to the Executive Director. This is a full-time position (one-year contract) in a feminist, unionized environment. Staff provide support to residents, including emotional support, crisis intervention, conflict resolution and resource referrals, as well as case management. Work hours are mostly weekday, day-time hours, and include after-hours and weekend hours, as needed, to support staff and residents.

Job Title: Manager of Residential Services, Lotus House (**one-year contract, possibility of extension**)
Reports to: Executive Director
Hours: 37.5 hours/week – including some evening/weekend work
Language: English Essential (Bilingual Preferred)
Salary: \$45,787.50 plus benefits

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 a maximum of 12 residents.

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 and supporting the staffing of shifts.
- **Supporting, motivating and engaging staff**, including through orientation and training, support on client issues (case management support and other problem-solving support), supporting a COVID-19 safe environment, and resolving staff issues in accordance with established policies and procedures.
- **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), proactively addressing crises and operational issues and collaborating with the Executive Director to resolve them.
- **Maintaining and managing client referrals 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 individuals** through decision-making that best meets their needs, in keeping with E Fry Ottawa’s mission, vision and values, and in collaborating with E Fry staff and other organizations to support clients in achieving their goals.
- **Collecting, maintaining and submitting statistics and information** to the Executive Director/funders.

Community-related Responsibilities

- **Collaborating with community partners** (including other E Fry Societies and social justice and service providers) and government agencies to support clients and maintain 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
- ✓ Three years of experience supporting marginalized populations (including those facing multiple barriers such as poverty, physical/social isolation, homophobia/transphobia, criminalization, violence)
- ✓ Three 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 and addictions 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 skills
- ✓ Excellent interpersonal skills, and excellent organizational and time-management 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
- ✓ A valid driver’s license and clean driving record, as well as valid First Aid and CPR certification

Apply by 4:00 pm, February 17!

Please send a résumé and a cover letter to Cathy Robinson, Executive Director: careers@efryottawa.com

Tell us how you meet or exceed the above required and these “great to have” qualifications.

Management experience in a unionized environment / Experience working with criminalized women / Fluent in French / Knowledge of community resources / Non-violent Crisis Intervention training / Other relevant training

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