



Join our management team—and be part of an exciting new pilot project!
Manager of Residential Services **REVISED POSTING** **May 4, 2022**

Job Title:	Manager of Residential Services
Reports to:	Executive Director
Hours:	37.5 hours/week – including some evening/weekend work
Location:	Residences on three sites in Ottawa (moving to two sites in 2022)
Language:	English Essential (Bilingual Preferred)
Salary:	\$62,500 to \$70,000 plus benefits (based on experience)

**Interested?
Qualified?**

**Apply by noon,
Monday, May 16!**

About E Fry Ottawa

Elizabeth Fry Society of Ottawa is a not-for-profit community agency that supports and advocates for women, gender-diverse people and men impacted by the justice system. Our work is aimed at reducing harm and oppression, supporting people to overcome barriers to reintegration, and empowering them to build a life of stability and resiliency. We are a feminist organization committed to working from a human rights and anti-oppression perspective, recognizing systemic barriers that lead to marginalization. We work with trauma-informed, person-centred principles to promote a respectful, diverse and inclusive environment that promotes healing, recovery and successful reintegration.

About the role

The Manager of Residential Services oversees client support and overall operations of two residences that together house up to 23 residents: a transition house (federally and provincially sentenced women and gender-diverse people on parole or probation) and a bail house (for those on bail). The Manager will co-manage (with our Manager of Community Programs and Services) a third residence/programming for those stabilizing in preparation for substance use treatment (pilot project). All residences operate 24/7, 365 days a year. The Manager supports our mission and mandate by ensuring that we accept and retain residential clients, and by leading the residential programs so that clients successfully and safely complete their term of residency with the aim of reintegration to the community. An integral member of our management team, the Manager also works closely with our Associate Manager of Residential Services, staff, funders and community partners.

This is a demanding role that involves excellent leadership and collaboration, judgment and decision-making to balance support with safety, as well as overseeing support to clients who may be facing challenging situations and experiencing impacts of trauma. Clients include those with mental health and/or substance use challenges.

Core Responsibilities

Client and Operations-related Responsibilities and Accountability

- **Manage client referrals and applications** – ensure timely decisions regarding acceptance, retention and, if required, terminations of residencies with the goal of maximizing capacity in fulfillment of our mission. This involves frequent communication with federal and provincial funders, with corrections and justice organizations and other social service agencies. The Manager provides leadership and advice to the Executive Director on strategic decisions regarding residents and operations, in alignment with our mission and values, and in consultation with the Associate Manager of Residential Services and staff.

- **Manage operations of transition and bail residences and** collaborate with other managers on operations of our pilot stabilization residence—including making operational decisions to ensure the safety and security of staff and residents, and efficient operations, in alignment with regulatory requirements and budgets. The Manager proactively anticipates, identifies and addresses operational issues, and advises and collaborates with the Executive Director and other members of the management team to resolve them. The Manager contributes to residential and organizational budget development and delivery.
- **For the pilot stabilization project, collaborate with the Manager of Community Programs and Services** to ensure alignment of residential and day/evening programming.
- **Advocate for criminalized residents** through decision-making that best meets their needs, in keeping with E Fry Ottawa’s mission, vision and values, using a trauma-informed approach in collaborating with E Fry staff and other organizations to support clients in achieving their transition and other goals.
- **Collect, maintain and submitting statistics and information** to the Executive Director and directly to funders, as needed, with input and advice from the Associate Manager and residential staff.
- **Participate in phone support rotation**, and if/as needed, cover shifts/provide support to on-duty staff.

Staff-related Responsibilities and Accountabilities

- **Oversee performance of the Associate Manager, Residential Services** and provide support to that position. The Associate Manager oversees staff on a day-to-day basis, and provides input and advice to the Manager on staffing and operations.
- **Make residential staffing decisions** (hiring, terminating employment, discipline, leave) with input and advice of the Associate Manager to ensure effective, safe and efficient operations and client support.
- **Lead probation reviews and annual staff performance reviews**, including determining and communicating staff development requirements, with assistance/advice from the Associate Manager.

Other Responsibilities

- **Collaborate with community partners** (including other E Fry Societies and social justice and service providers) and government agencies to support clients and maintain community relationships.
- **Support the Associate Manager** and staff as needed with day-to-day operations and decisions.
- **Support the Associate Manager with development of a robust case management approach, process and tools** to enable staff to provide effective case management for residents.
- **Collaborate with E Fry Ottawa management team** on high-stakes decisions and action plans
- **Provide leadership with periodic visits to provincial jails and/or federal prisons** in Ontario and Québec to advocate for incarcerated women and the protection of their human rights.
- **Carry out other duties** as assigned by the Executive Director.

Required Qualifications, Knowledge, Capacity and Commitment

Required education and experience

- ✓ Experience and/or education equivalent to a master’s degree in criminology, social work/related field
- ✓ Three years’ experience supporting marginalized populations (including those facing multiple barriers such as poverty, physical/social isolation, homophobia/transphobia, criminalization, violence)
- ✓ Three years’ experience managing staff
- ✓ Two years’ experience in a residential setting
- ✓ Two years’ experience managing budgets, ideally residential budgets
- ✓ 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 – independently and in collaboration with others
- ✓ verbal and written – bilingual preferred

Required knowledge, capacity and commitment

- ✓ Excellent communication skills – English verbal and written – bilingual
- ✓ Excellent leadership skills – including the capacity to collaborate and make decisions based on assessment of options, best outcomes, safety and alignment with our policies, mission and values
- ✓ Outstanding ability to respond to ever-evolving priorities and to conduct sound problem-solving
- ✓ Excellent crisis intervention and conflict resolution 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
- ✓ A commitment to supporting E Fry Ottawa in this permanent full-time leadership role
- ✓ A valid driver’s license and clean driving record, as well as valid First Aid and CPR certification

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

To protect vulnerable clients and staff, the successful candidates will be required to provide proof of full vaccination against COVID-19 as per our immunization policy.

Apply by noon, Monday, May 16!

Please send a résumé and a cover letter to Kayla Crowe, Associate Manager of Office Administration at: Kayla.Crowe@efryottawa.com

Tell us how you meet or exceed the above requirements and any of the following “great to have” qualifications...

- Management experience in a unionized environment
- Experience managing residence(s) for marginalized people
- Strong capacity for strategic and tactical thinking/planning
- Fluent in French
- Knowledge of local community resources
- Non-violent Crisis Intervention (NVCi) training / ASIST and/or other relevant training