



Associate Manager of Residential Services (one-year contract)
Focus on Supporting and Developing our Residential Staff Team

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. E Fry Ottawa provides residential services to women and gender-diverse people transitioning from prison/jail to the community at our JF Norwood House, and to those who have been released on bail while awaiting their court date (Lotus House). Both residential programs provide a 24/7 supportive living environment. We will also operate a pilot program/residence that will operate 24/7 for approximately one year (to open August 2022). The Associate Manager of Residential Services reports to the Manager of Residential Services and is accountable for developing and implementing a residential workforce strategy, a robust case management approach and tools, as well as for contributing to client support and operation of the residences, in collaboration with the Manager. This is a full-time position in a feminist, unionized environment. Hours are mostly weekday, day-time hours, and include some evenings/weekends.

Job Title: Associate Manager of Residential Services (one-year contract, possibility of extension)
Reports to: Manager of Residential Services
Hours: 37.5 hours/week – including some evening/weekend work
Language: English Essential (Bilingual Preferred)
Salary: \$45,000.00 to \$48,000.00 plus benefits

**Want to support
an amazing team?
Apply by noon,
Monday, July 11!**

A Warm Welcome!

E Fry Ottawa is committed to employment equity, actively seeks diversity in the workplace, and encourages applications from members of equity seeking groups including women, transgender, nonbinary and LGBTQ+ individuals, First Nations, Métis and Inuit individuals, persons with disabilities and members of racialized and marginalized groups.

Core Responsibilities: Focus on Staffing, Staff Development

The Associate Manager of Residential Services is accountable for coordinating staffing at and contributing to the management of operations at three residences that house up to 31 residents in total.

Staff-related responsibilities

- **Develop and implement a residential workforce strategy for residences** that encompasses recruitment, hiring and staff placement to ensure smooth, consistent coverage at our residences.
- **Make recommendations to the Manager to address staff needs and performance issues** as they arise, for resolution in accordance with established policies and procedures. This includes participation in probation and annual performance reviews.
- **Support, motivate and engage staff**, including through planning and conducting orientation and training, staff meetings and events in collaboration with the Manager, and contributing to a positive and engaged residential team staff through frequent and regular communication.
- **Develop and implement a robust case management approach, processes and tools to support to staff** with effective case management for residents.
- **Providing staffing-related advice to a new pilot stabilization project.**
- Cover shifts and/or provide support to staff on evening/overnight shifts, occasionally, if required.
- **Participate in phone support rotation.**

Client and operations-related responsibilities – support/back-up to the Manager of Residential Services

- **Collaborate with the Manager of Residential Services on 24/7 residential operations** 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 Manager and/or Executive Director to resolve them.
- **Collaborate with the Manager of Residential Services on client referrals, and provide back-up support as needed with** communication with corrections, justice organizations and other social service agencies.
- **Advocate for criminalized individuals** through contributions to decision-making that best meets their needs and supports their goals, in keeping with E Fry Ottawa’s mission, vision and values, and in collaboration with E Fry staff and other organizations.
- Fulfill responsibilities as the management representative on duty when the Manager is absent from work. This includes making management decisions, in collaboration with the Executive Director.
- Other duties as assigned by the Manager and/or the Executive Director.

Required Qualifications, Knowledge, Capacity and Commitment

Required education and experience

- ✓ Experience and/or education equivalent to a Bachelor’s degree in criminology, social work, human resources or related relevant field
- ✓ Two years of experience training/orienting staff
- ✓ Two years of experience supporting marginalized populations (people facing multiple barriers such as poverty, isolation, homophobia/transphobia, criminalization, violence, addictions, mental health issues)
- ✓ Two years of experience coordinating and/or supervising staff
- ✓ Two years of experience in a residential setting
- ✓ Relevant experience working with criminalized women

Required knowledge, capacity and commitment

- ✓ Excellent communication skills – English verbal and written essential – French and English preferred.
- ✓ Excellent interpersonal skills – including the capacity to collaborate, motivate and engage staff in a single-staffed environment
- ✓ 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

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, July 11!

Please send a résumé and a cover letter to Kai Seymour, Manager of Residential Services: careers@efryottawa.com

Tell us how you meet or exceed the above required and these “great to have” qualifications, including:
Management/team lead experience in a unionized environment / Experience working with criminalized women / Non-violent Crisis Intervention training / Other relevant training