



Join our management team—and be part of an exciting new pilot project!

Manager, Safe Bridge Stabilization Pilot Program (15-month contract)

Job Title:	Manager, Safe Bridge Program
Reports to:	Executive Director
Hours:	37.5 hours/week – including some evening/weekend work (15-month contract)
Location:	Ottawa (new residence, location to be determined)
Language:	English Essential (Bilingual Preferred)
Salary:	\$60,000 to \$65,000 plus benefits (based on experience)

About E Fry Ottawa

The 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. We provide a diverse array of community-based and residential programming. 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. E Fry Ottawa is a unionized workplace.

Interested? Qualified?

**Apply by noon,
Monday, June 20**

**Tell us how you meet or
exceed our expectations –
and how we can meet or
exceed yours!**

About Project Safe Bridge and the Manager Role

Set to launch in July 2022, Safe Bridge is a 15-month pilot program for women/gender-diverse people who are experiencing problematic substance use and who are motivated to stabilize in preparation for treatment. We are implementing this pilot program in collaboration with Minwaashin Lodge and Cornerstone Housing for Women. Safe Bridge is designed to provide safe, supportive, trauma-informed day/evening programming to up to six (6) women in our 24/7 residence, as well as to clients of Minwaashin Lodge (day/evening programming). Day/evening programming includes both Indigenous and mainstream programming.

The Manager plays the lead role in setting up and delivering this pilot program with our partners. The Manager is accountable for client support and operations of this pilot program (including day/evening and residential programming) with support from Program Facilitators (on two sites, including in partnership with Minwaashin Lodge), Peer Support Specialists, Case Managers and Residential Support Workers. The Manager will also lead recruitment, hiring and onboarding of staff, as well as training (with support from the E Fry Ottawa management team). The Manager supports the program team to ensure that clients are supported to complete their term of residency successfully and safely with the aim of attending a rehabilitation treatment program. An integral member of our management team, the Manager also works closely with agency 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.

Core Responsibilities

Client and Operations-related Responsibilities and Accountability

- **Plan, organize and direct set-up of community residential facility** – in collaboration with the E Fry management team, set-up residential site with required furnishings, site security etc.
- **Develop program manual and residential agreement handbook** – in collaboration with the E Fry management team, develop service delivery/program priorities, standards and policies for residence based on identified needs.
- **Lead the set-up of the residential and day/evening programs** – in collaboration with the E Fry management team and management of Minwaashin Lodge and Cornerstone Housing for Women. **Collaborate with Minwaashin Lodge and Cornerstone** on the delivery of Project Safe Bridge and to provide quality control, contract monitoring, reporting and program development.
- **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. The Manager provides leadership and advice to the Executive Director on strategic decisions regarding residents and operations, in alignment with our mission and values.
- **Manage operations of 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.
- **Collaborate with the Manager of Community Programs and Services** to ensure alignment of residential and day/evening programming with existing programs of E Fry Ottawa and Minwaashin Lodge.
- **Advocate for residents** and support them to meet goals and needs, using a trauma-informed approach.
- **Support program staff and work directly with clients** – provide structure and support to women and gender-diverse people in early recovery seeking stable long-term healing from problematic substance use.
- **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 residential staff and E Fry Ottawa day/evening program staff** – provide training, support and direction, and identify/help resolve issues as they arise.
- **Make residential staffing decisions** (hiring, terminating employment, discipline, leave) to ensure effective, safe, and efficient operations and client support.
- **Lead probationary reviews and address performance issues**, including determining and communicating staff development requirements.

Other Responsibilities

- **Build new/strengthen existing partnerships for supporting/supplementary services, including detox and treatment** to support clients during and following stabilization.
- **Collaborate with E Fry Ottawa management team** on high-stakes decisions and action plans.
- **Collect, maintain, and submit statistics and information from day/evening and residential programming** to the Executive Director and directly to funders, as needed.
- **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
- ✓ One year 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

Required knowledge, capacity and commitment

- ✓ Excellent communication skills – English verbal and written – bilingual preferred
- ✓ 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 feminist outlook and commitment to advocating for marginalized and criminalized women
- ✓ A commitment to supporting E Fry Ottawa for the duration of this pilot project
- ✓ Good working knowledge of Microsoft Office, the Internet, and data management software.
- ✓ A valid Ontario Class "G" Driver's license, clean driving record and a vehicle with adequate insurance coverage considered an asset
- ✓ 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, June 20!

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

Tell us how you meet or exceed the above requirements and any of the following "great to have" qualifications... and ask us how we can meet your expectations!

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