



Associate Manager of Residential Services

The Elizabeth Fry Society of Ottawa is a not-for-profit community agency offering residential and community programs and services to women and gender-diverse people in conflict with the law. E Fry Ottawa provides residential services to people transitioning from prison/jail to the community at our JF Norwood House, and to people who have been released on bail while awaiting their court date (Lotus House). Both residential programs provide a 24/7 supportive living environment. The Associate Manager of Residential Services reports to the Manager of Residential Services and is accountable for developing and implementing a residential workforce strategy, and 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. Work hours are mostly weekday, day-time hours, and include after-hours and weekend hours, as needed, to support staff and residents.

Job Title: Associate Manager of Residential Services
Reports to: Manager of Residential Services
Hours: 37.5 hours/week (including some evening/weekend work)
Language: English essential (bilingual preferred)
Salary: \$47,500 to \$52,000, hiring range commensurate with experience, plus benefits

Core Responsibilities:

The Associate Manager of Residential Services is accountable for coordinating staffing at and contributing to the management of operations at our two residences that house up to 25 residents in total.

Staff-related Responsibilities

- **Developing and implementing a residential workforce strategy and system** that encompasses recruitment, hiring, and scheduling of unionized staff to ensure smooth, consistent coverage at both residences.
- **Making 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.
- **Supporting, motivating, and engaging staff**, including through planning and conducting orientation and training, leading staff meetings in collaboration with the Manager, and contributing to a positive and engaged residential team through regular communication.
- **Developing and implementing a robust case management approach, processes, and tools to support to staff** with effective case management for residents and ensuring compliance.

Client and Operations-related Responsibilities

- **Ensuring smooth 24/7 operation of the residence** to ensure the safety and security of staff and residents. This includes meeting regulatory requirements (provincial and 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
- **Collaborating with the Manager of Residential Services on client referrals and providing back-up support as needed** through communication with corrections and justice organizations and other social service agencies.
- **Advocating 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 management, staff, and other organizations.
- **Participating in phone support rotation**

Other Responsibilities

The Associate Manager will also be responsible for:

- Fulfilling 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.
- Covering shifts and/or providing support to staff on evening/overnight shifts, occasionally, if required.
- Other duties as assigned by the Manager and/or the Executive Director.

Required Qualifications:

Required education and experience

- Experience and/or education equivalent to a Bachelor's degree in criminology, social work, or related relevant field
- 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 training/orienting staff
- Two years of preparing case management notes/documentation
- 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 asset.
- Excellent interpersonal skills – including the capacity to collaborate, motivate and engage staff working in a single-staffed, 24/7 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 candidate will be required to provide proof of full vaccination against COVID-19 as per our immunization policy.

Apply by noon, Thursday, September 12, 2024

Please send a résumé and a cover letter to careers@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