



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 clients transitioning from prison/jail to the community at our JF Norwood House, and to clients who have been released on bail while awaiting their court date (Lotus House). Both residential programs provide a 24/7 supportive living environment. The Manager of Residential Services is accountable for the effective and efficient oversight of the residences. The Manager reports to the Executive Director and is supported by the Associate Manager, Residential Services. This is a full-time position in a feminist, unionized environment. Work is conducted regularly on weekdays during day-time hours and occasionally after-hours and weekends as needed.

Job Title: Manager of Residential Services

Reports to: Executive Director

Hours: 37.5 hours/week – including some evening/weekend work

Language: Bilingual preferred (English essential)

Salary (hiring range): \$65,000-74,000 based on experience, plus benefits

Core Responsibilities: Supporting Clients and Operations, Community, and Staff

The Manager of Residential Services has overall responsibility for managing operations of two residences that house up to 25 residents, staffed by a team of full-time, part-time, and casual staff on a 24/7 basis.

Client and Operations-related Responsibilities and Accountability:

Oversee operations of our residences and make operational decisions to ensure the safety and security of staff and residents and the efficient operation of residences, 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 aligns operational decisions with E Fry Ottawa's mission, values, and operational plan, and contributes to residential and organizational budget development.

Manage client referrals and applications to ensure timely completion of decisions on residency, discharges, and other resident status issues. This involves frequent communication with our 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 acceptance of residents.

Advocate for residential clients through decision-making that best meets their needs, using a trauma-informed approach in collaboration with E Fry staff and other organizations to support clients in achieving their goals.



Collect, maintain, and submit statistics and information to the Executive Director and funders, as needed, with input and advice from the Associate Manager and residential staff.

Participate in phone support rotation as needed, and occasionally cover shifts/provide support to on-duty staff.

Staff-related Responsibilities and Accountability:

Oversee performance of the Associate Manager, Residential Services and provide support, coaching, and training.

Make residential staffing decisions (hiring, discipline, leave, termination) with input and advice of the Associate Manager to ensure effective and efficient operations.

Conduct probation reviews and annual staff performance reviews, including determining and communicating staff development requirements, with input from the Associate Manager.

Other Responsibilities:

Collaborate with community partners, including other E Fry Societies, social justice and service providers, and government agencies to support clients and maintain community relationships.

Support the Associate Manager with development of a strategic approach to scheduling and staffing that aligns with staff and resident safety and residential budgets.

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.

Conduct 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 and to raise awareness about E Fry Ottawa.

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, or related 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 managing staff
- Three years of experience in a residential setting
- Two years of experience managing budgets



- Relevant experience working with criminalized women and gender-diverse people
- Relevant experience working with people experiencing moderate to severe mental health and substance use issues
- Experience with high-stakes decision-making

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, and alignment with organizational 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 valid driver's license and clean driving record, as well as valid First Aid and CPR certification

Apply by November 1, 2024

Please send a **résumé** and a **cover letter** to the Executive Director at careers@efryottawa.com

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

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

- Management experience in a unionized environment
- Fluency in French
- Knowledge of community resources
- Training: Non-Violent Crisis Intervention training, ASIST, First Aid, and/or other relevant training