



MANAGER OF YOUTH SUPPORTIVE HOUSING

Job description

Position title

Manager of Youth Supportive Housing

Reporting to

Director of Housing and Support Services

Position summary

The Manager of Youth Supportive Housing is responsible for hiring and managing the full team, creating and implementing policies and procedures, leading licensing efforts, and establishing strong links to stakeholders such as MCFD, BC Housing, Island Health, and other housing/support service providers. This role oversees a multi-disciplinary team of professionals and provides oversight to youth care plans, collaborative case management processes, and fidelity to harm reduction and trauma-informed approaches to service delivery.

As a key member of the organization's leadership team, the Manager actively contributes to organizational culture, strategic direction, and continuous quality improvement.

Duties and responsibilities

- Provides leadership to staff, reflecting the organizations mission and values, including overseeing recruitment, retention, development, and performance of staff members within the Housing Program
- Direct supervision, mentoring and coaching of the housing support team
- Leads the development of new policies and makes recommendations for improvement to established policies
- Ensures alignment with licensing standards, establishing program operations, policies, and processes to ensure compliance
- Establishes, monitors, and reports on key performance indicators for the Supportive Housing Program, demonstrating progress utilizing statistical data and storytelling
- As an integral member of the leadership team, participates in the development of the Annual Operating Plan ensuring alignment with the Strategic Plan
- Supports with crisis and brings them to resolution
- Completes government funding proposals and grant applications in support of the financial sustainability and growth of the program
- Works with the Director of Housing and Support Services and Director of Finance and Administration to prepare annual budgets and forecasts
- Other duties as assigned



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Education & Experience

- Undergraduate degree in Social Work, Child and Youth Care, or a related field
- Preference will be given to those with a master's degree and a clinical background
- 5+ years of management experience overseeing programs or services within the non-profit sector
- A combination of education and experience will be considered
- Theoretical and working knowledge of harm reduction, trauma-informed, and Housing First principles and practices
- Experience managing and motivating a diverse, cross-functional, high-performance team
- Knowledge of current best practices and experience in the housing sector, public and mental health
- Content expertise about youth homelessness
- Proven track record of building partnerships and collaboration

Proven Skills and Abilities

- Alignment with organizational values and the mission of the organization
- Passionate about developing vibrant and healthy organizational culture
- Comfortable working from a macro perspective and then able to drill down into the details. Connecting vision to action.
- Eager to help enable growth and build something that will stand the test of time
- Someone who can work collaboratively in a team environment toward our shared goals and mission
- A hard worker who leads with purpose and passion
- A critical thinker with excellent analytical and problem-solving skills
- Excellent interpersonal skills required
- Strong social intelligence including tact, diplomacy and exercising good judgement
- Proven leadership ability to achieve objectives, work under pressure and to deadlines
- Must have the ability to be flexible and open to new ideas
- A positive attitude is essential
- Responsibility, integrity and ethical behaviour, personally and professionally
- In addition to these qualifications, the ideal candidate will be creative, organized, strategic, and collegial, a self-starter with a sense of urgency and a bias toward execution.

Working conditions

- Travel is required to attend events, conferences, and meetings



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- Based on operational needs, this role may temporarily be assigned to another location to ensure appropriate program coverage. For long-term location changes, the Society will provide appropriate notice to relocate to a different Society location for operational needs
- On-call duties required

Special requirements

- Criminal record check prior to employment, and subject to regular review.
- Valid drivers' license and access to a reliable vehicle with adequate insurance (business level).

Direct reports

- Housing Support Staff
- Rovers

I have read and understand this Job Description and agree to comply with its requirements.

Signed: _____

Date: _____