



EMPLOYMENT OPPORTUNITY PROGRAM MANAGER FTPM2017-09

Initial Assignment:	Program Manager
Location:	281 Wellington St. London, ON
Status:	Full-time; ongoing
Hours:	Scheduled 40 hrs per week, including evenings and weekends
Shift:	On-call rotation on a scheduled basis

St. Leonard's Community Services, London & Region (SLCS) is a community agency dedicated to the promotion of positive change in all persons who are or could be in conflict with the law to realize their potential, contributing to a safer and healthier community. We are seeking a seasoned individual to join our leadership team in the role of Program Manager of Project Home, a youth and justice housing first response aimed at improving the health and housing outcomes of individuals experiencing homelessness. Supported by the City of London through the London Homeless Prevention System, Project Home is a collaborative effort between Youth Opportunities Unlimited, The Salvation Army Centre of Hope and SLSC.

Position Overview:

Reporting to the Director, the Program Manager will be fully responsible for all aspects and management of day-to-day program delivery. Areas of responsibility include supervision of staff; monitoring budgets and expenses; management, training and development, program development, delivery, implementation and evaluation.

As a member of the SLCS leadership team you will provide direct supervision to a team of front-line service delivery employees with regard to all aspects of their employment and job performance. You will lead and support resolution of day-to-day issues and complaints and work with staff and/or clients towards mutually agreeable outcomes. You will lead the development, implementation and evaluation of new and ongoing programming. You will be responsible to ensure the health and safety of employees, clients and visitors at all times. In addition to oversight of program budgets, including maintenance and reconciliation of petty cash, you will oversee the collection and compilation of all statistical data and narrative reports related to the programs and provide monthly and ad hoc written reports to Director as established. The Program Manager will work in collaboration with the Project Home Steering Committee, as well as other community partners.

You will be required to work "on-call" which entails being available to respond to urgent or emergency calls from agency staff across all programs on 24 hours per day/ 7 days per week basis. This duty will be assigned as per an established schedule of approximately one rotation per 8 weeks with the potential to change at times.

A strong understanding of the Criminal Justice System in Canada is required, as gained through a blend of formal education and direct work experience. You possess strong leadership skills, tact, diplomacy and superior communication skills both verbal and written in English. Advanced training in mediation / conflict resolution is preferred. A valid Driver's License and access to a reliable vehicle is required.

Required Qualifications:

- Completed degree (preferred) or diploma in Human Services
- Minimum 5 – 7 years direct work experience, preferably in adult corrections, human services and/or diversion programs



- Minimum 1 – 2 years leadership or management experience
- Current First Aid/CPR certification
- ASIST and CPI certification

Required Competencies:

- Advanced knowledge of Criminal Justice System in Canada and individuals experiencing homelessness or those at risk of homelessness
- Considerable experience addressing the needs of individuals experiencing homelessness or those at risk of homelessness including developing and implementing successful case management plans
- Thorough understanding of harm reduction theory Experience with conflict resolution and effective problem solving
- Demonstrated ability to work effectively with individuals at all levels of the organization, community partners, funders and other stakeholders
- Strong ability to lead projects, motivate, coach, mentor and provide constructive feedback to employees
- Superior judgment and problem solving skills, particularly in high risk / high stress situations
- Demonstrated ability to independently plan, prioritize, organize and complete work effectively within established timeframes where precedents and/or policies are not always available
- Demonstrated commitment to teamwork and developing staff to reach their full potential
- Candidates who are proficient in both official languages of Canada considered an asset

In accordance with SLCS' policy on Police Background Checks, this position requires that the individual provide, at their own cost, a clear Police Check which includes a vulnerable sector screening as a condition of employment.

Past performance reviews and attendance will be reviewed for all internal candidates.

SLCS is an equal opportunity employer which is committed to an inclusive and barrier free workplace.

Interested candidates should forward their resume including cover letter to Jolene Appleton at jappleton@slcs.ca

Please include FTPM2017-04 in the subject line of your email application.