
Email CV or resume to jrogers@mhchs.ca before 12:00pm MST on closing date with subject line: ARCH2024-PM.
Only applicants selected for an interview will be contacted.

Position Summary

This position plays a key oversight role in Action Research on Chronic Homelessness (ARCH) Project led by Medicine Hat Community Housing Society. The ARCH Project seeks to understand and create effective supportive housing models for those experiencing chronic homelessness with complex needs currently underserved by the system of care. The experience of housing stability has changed and so the system of care is having to shift to a more advanced model for care for those community members we have been unable to serve collectively effectively. The Program Manager will contribute to the success of the project by providing a full range of expert knowledge and skills to the implementation of the program under your span of supervision with a focus on ensuring the project fully meets the needs of its service participants and funders .

This position reports to the Manager, Homeless & Housing Development Department.
40 hour work week.

Major Areas of Responsibility

Service Delivery & Supervision

- Coordinate and participate in the development, implementation, monitoring, and evaluation of ARCH project goals, objectives, policies, priorities, and standardized forms.
- Incorporation of Indigenous ways of knowing into program operations and service delivery.
- Ensure consistent application of evidence-based assessment tools and adherence to the fidelity of housing with supports practices.
- Ensure service participants receive appropriate community resources; facilitate access and communication when multiple services are involved; monitor protocols and processes; coordinate services to avoid duplication.
- Actively maintain contact with participants to ensure that services meet their needs as identified through the service delivery process. Services should be strength-based, recovery focused, person-centered, and culturally sensitive/informed.
- Build collaborative, pro-active relationships to facilitate and maximize service participant, community, research, and system level outcomes.
- Direct supervision of program staff (8fte)
- Ensuring scheduling adequately covers all shifts, including staff evenings and nights. Make recommendations and changes to workplace planning to ensure effective use of contract funds and to meet the needs of service participants.
- Ensure that participant program practice is in full compliance with project plan, policy, and procedural requirements including FOIPP and HIA.
- Assist in the development of stakeholder reports.
- Respond to and resolve programming concerns.
- Creation of and establishment of safety and risk management systems and procedures from each a facility, worker, and participant health and security perspective is integral.
- Ensure that financial and administrative management is in full compliance with contractual, policy and procedural requirements in collaboration with the Manager of Homeless & Housing Development as required.
- Ensure fiscal responsibility related to program expenses through regular review and monitoring of program budgets
- Participate in meetings as appropriate (e.g. ARCH Advisory Table).
- Other duties as assigned by the Manager, Homeless and Housing Development Department.

Accountability

- Adherence to the policies and regulations of the MHCHS.
- Adherence to the contractual and legal obligations of grant agreements with funders.
- Adherence to the project policies and procedures.
- Assistance with completion of reports as required by researchers and funders.
- Maintain close communication with ARCH research team to monitor new trends and developments, particularly those that are research and evidence based, bringing forward recommendations, and implementing recommendations, that will ultimately benefit service participants.

- Track and analyze program outcomes, ensuring that services meet existing needs, changing needs, and are responsive to possible future needs. With a focus on continuous improvement, enhanced services based on this information.
- Participate in the achievement of assigned strategic goals aimed at ensuring a good fit between agency services, current trends, and the external environment.
- Performance appraisal by the Manager, Homeless & Housing Development Department.

Suitability

Experience and Education

- Demonstrated ability to develop, implement, and supervise innovative support programs.
- Degree (preferred) or Diploma in Social Sciences, Human Services field or equivalent.
- Five years professional experience working with vulnerable populations.
- Supervisory experience.
- Experience with outcomes evaluation preferred.
- Skilled in the areas of recovery, addictions, mental health, family violence, and trauma.

Areas of Knowledge

This position requires knowledge and/or awareness of the following:

- Intensive Case Management methods, principles, processes and techniques.
- Worker wellness, compassion fatigue, vicarious trauma, and burnout.
- Recovery Oriented Systems of Care, addictions, mental health, family violence, and trauma.
- Policy development and implementation and inter-agency protocols.
- Specific disciplines such as social work, psychology, addictions, counselling, or other human services related fields.
- Data and team performance management principles and skills.
- Basic management and project management practices.
- Understanding of laws, codes regulations governing human rights, confidentiality, duty to report, and principles of consent.

Suitability Criteria

This position requires the ability to:

- Be sensitive to the dignity of individuals and families impacted by the effects of homelessness, addictions, and mental health.
- Use critical thinking skills and be confident in independent decision making.
- Build collaborative, pro-active and service participant focused relationships to facilitate and maximize service participant, community, and system level outcomes.
- Review and analyze data for accuracy and trends.
- Identify and respond to program level issues, concerns, and needs.
- Communicate clearly and concisely, both orally and written.
- Operate computer systems and databases with proficiency.
- Self-motivated to learn and keep current with new research and emerging trends in the field.

Working Conditions

- Exposure to a variety of infectious and communicable diseases.
- Exposure to a variety of working environments.
- Exposure to a variety of professional practice delivery systems.
- Occasional non-traditional work hours.
- Standing and/or sitting for long periods of time.

Travel requirements

- Use of personal vehicle with mileage paid at the current MHCHS rates.
- Ability to travel for training and meetings.

License and Certificates

- Possession of, or ability to obtain, an appropriate, valid Alberta driver's license.
- Possession of, or ability to obtain, an appropriate, valid C.P.R./First Aid Certificate.
- Provide current, clear Criminal Record Check
- Provide current, clear Child Welfare Intervention Record Check
- In good standing with professional body, if appropriate (e.g. ACSW) and currently registered with body.