

# University Settlement

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Charitable #: 119279412RR0001



## *Over 100 Years of Service in the Community*

**JOB TITLE/ POSITION:** Assistant Manager  
**DEPARTMENT:** Weekend Emergency Shelter (WES)  
**REPORTS TO:** Program Manager

**Date: September 2018**

University Settlement is a multi-service agency that was founded in 1910 and has the distinction of being the first community-based social service centre in the City of Toronto. Our main site is located in the heart of downtown Toronto and borders on the revitalized Grange Park and is part of a culturally rich and vibrant neighborhood. As an active member of this diverse community, University Settlement strives to meet the social, economic, and cultural needs of its neighbors and users through its many programs and services.

### **Position Purpose:**

This position is responsible for assisting the Program Manager to deliver all aspects of a Weekend Emergency Shelter Program for homeless individuals and for providing ongoing leadership to the program.

### **Responsibilities include:**

#### **Operational**

- Deliver a Weekend Emergency Shelter service that is aligned with the agency's operational objectives
- Ensure compliance with University Settlement's operational policies and procedures as well as all applicable operational and legal requirements, including Toronto Shelter Standards
- Assess program operations in consultation with staff, recommending changes where applicable to the Program Manager
- Prepare reports and statistics in a timely manner as required

#### **Human Resources**

- Assist with recruitment, selection, scheduling and supervision of WES staff
- Provide coaching, guidance, training, development and mentoring to staff as appropriate and as requested by the Program Manager
- Provide feedback and assist with annual staff performance appraisals

#### **Financial Management**

- Work with the Program Manager to develop the departmental budget
- Monitor monthly financial statements to ensure targets are met and expenses are kept in check

#### **Funder Relations**

- Assist in the preparation of funding proposals for WES as required, ensuring sufficient time is allowed to permit thorough review by the Executive Director or designate prior to submission

Represents the Agency



- Participate in appropriate homeless services sector meetings and work groups as requested
- Work collaboratively with all employees of the agency, interested community groups and organizations to facilitate coordination of service
- Participate in key agency events throughout the year

**Perform other duties as assigned**

**QUALIFICATIONS:**

- A Degree in Social Work or related field or equivalent combination of experience and education in a related field
- Two (2) years' experience working with similar populations to those served in the WES Program
- Proven leadership skills
- Demonstrated success in service delivery to homeless individuals and communities including working with individuals with mental health and substance abuse issues using a harm reduction model
- Proven experience working with diverse populations to provide necessary case management, information and referrals as well as advocacy and group work services
- Success creating, developing and maintaining effective working relationships with staff and volunteers
- Demonstrated skill monitoring budgets and implementing policy
- A demonstrated ability to achieve successful outcomes both independently and within a team environment in a dynamic work environment

**SCHEDULE:** Part-time position, .6 to .8 FTE, weekends and evenings required

**DETAILS:** Non-unionized position

**SALARY RANGE:** Management Level

**Terms of Employment;**

A Police reference check satisfactory to University Settlement is a requirement of this position.

Please send your resume and cover letter to [patricia.jacobs@universitysettlement.ca](mailto:patricia.jacobs@universitysettlement.ca) by October 19<sup>th</sup>, 2018.