

Position Title: Program Coordinator – 2nd Stage Housing
Program: Cheryl Smith Residence
Position location: Abbotsford
Reports to: Housing Manager
Hours of work: 35 hrs weekly
Posting Date: July 16, 2021
Closing Date: July 23, 2021, **5 pm**
This position requires UNION MEMBERSHIP

Internal / External Job Posting

Compensation will be in accordance with Appendix A of the BCGEU Collective Agreement.

Program Coordinator – 2nd Stage Housing

Classification: Program Coordinator 2

Grid Level: 14 JJEP

2nd Stage Housing Program provides safe, confidential and supportive 18 months housing for women – alone or with children. Women and their children can stay for up to 18 months and actively participate in the program which includes regular meetings with support workers. SARA's 2nd Stage Houses are staffed by professional social services workers who provide support, advocacy, and referrals to local resources.

The Program Coordinator for 2nd Stage House plans, develops, implements, oversees the day-to-day operation of the residential program in compliance with B C Housing operating agreement and supervises program staff.

Reports to: Program Manager

Duties and Responsibilities:

- Assists with program policies and procedures and evaluates the program in consultation with the Program Manager
- Supervises program staff by assigning work, providing feedback on performance and assisting Program Manager with program evaluations
- Participates in the recruitment and selection of program staff by screening applicants, participating in interviews, and making hiring recommendations
- Schedules program staff
- Provides new hire orientation; identifies training needs, and oversees training of program staff and practicum students
- Shares 24-hour emergency on-call duties for staff
- Notifies the Program Manager of unresolved or continuing staff performance issues

- Problem solves with staff and/or the Program Manager regarding related problems or concerns
- Meets with the Program Manager, a minimum of once a week, to discuss staffing, budgets and program issues
- Participates as part of the program team to advance program and agency objectives
- Manages conflict between residents and/or staff
- Monitors client records, documents, logbook entries and forms (petty cash, time sheets, mileage). Ensures that information recorded is objective, accurate, concise, and complete
- Ensures that client records are maintained in a confidential manner
- Maintains program records and statistics, and produces reports as required
- Promotes public awareness of, and support for the program by participating in community meetings, forums and events
- Informs community agencies and organizations about SARA services, attend meetings and act as a liaison as required
- Attends meetings as required

Skills and Knowledge:

- Excellent understanding of violence against women issues both within dominant and non-dominant cultures
- Good understanding of the legal issues facing women who have been abused, particularly those from a different culture
- An understanding of the Family Law Act 2013
- Thorough understanding of the cycle of abuse, the effects on women and children of witnessing abuse, and the dynamics of violence against women in relationships.
- Good understanding of social services and resources in the Abbotsford/Mission area and how to access them
- Proficiency in MS Word, MS Excel, Windows and Outlook calendar
- Keep current on:
 - Women's issues, specifically violence against women and children
 - Issues relating to women who may face additional barriers, including race, culture or ethnicity, sexual orientation, economic status and ability
 - Legal issues, housing options, government and immigrant services

Competencies:

- Demonstrated ability to take initiative
- Commitment to a coordinated team-based approach
- Network and interact well with other service providers, internal and external team members
- Demonstrated commitment to building and sustaining a healthy workplace

- Effective inter-personal and communication skills; able to provide non-judgmental support to both clients and staff
- Strong time management and organizational skills
- Ability to be adaptive, handle competing priorities and objectives
- Understands and acts as an effective advocate
- Demonstrated effective listening, writing, presentation, facilitation, public speaking
- Demonstrated case management and reporting skills
- Demonstrated skill in the areas of conflict resolution and non-violent intervention
- Demonstrated sensitivity to, and respectful of, cultural and lifestyle diversity
- Demonstrated leadership capabilities for staff supervision and program delivery
- Demonstrated ability to provide mentorship to staff on crisis intervention, safety planning, exit planning and support for women

Qualifications:

Education and Knowledge

- Diploma in a related human/social service field and/or relevant experience
- Three (3) years recent related experience
- Knowledge and experience in dealing with incidents of potential suicidal behaviour, mental health concerns, and substance misuse

Training and Experience

- One (1) year recent experience in program and staff supervision
- Non-Violent Crisis Intervention Training
- Standard First Aid Certificate
- CPR Level B (AED, CPR, infant CPR)

A clear Criminal Record Check for Vulnerable Populations

Valid Class 5 Driver's Licence and clean driver abstract

Submit cover letter and resume.

Human.Resources@saraforwomen.ca

Subject: **Program Coordinator 2nd Stage House**

SARA promotes the principles of anti-oppression, diversity and inclusion. We strive to represent the diverse communities that we serve. Individuals from First Nations, diverse ethno cultural origins, religions, abilities and sexual orientations are encouraged to apply.

While we thank all candidates for their interest, only those selected for an interview will be contacted. No telephone inquiries please.

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