

Prince George & District ELIZABETH FRY SOCIETY
My Sister's Place: Amber House Program Coordinator 2 (Prince George)
Job Description

Job Summary:

The Program Coordinator 2 for My Sister's Place: Amber House coordinates services to women and their dependent children who have experienced or are at risk of abuse, threats, and/or domestic violence. The Coordinator organizes the day-to-day operations of the program and ensures that it is operated in a professional and efficient manner with attention to a feminist approach, confidentiality, and compliance with the Prince George and District Elizabeth Fry Society's policies and procedures. The coordinator ensures that the program operates safely and in conjunction with Occupational Safety and Health standards and remains compliant with Worksafe BC requirements. The House Coordinator works closely with the Manager and provides ongoing supervision, scheduling, support and guidance to the Amber House team.

This position will carry the responsibility of providing a safe and supportive living environment where women can feel free to seek crisis intervention, advocacy, referrals and support. The team at My Sister's Place/Amber House are often dealing with clients working through difficult and complex situations. This position requires an ability to work in a busy, and often stressful environment.

Reports to: The Program Manager
Classification: Program Coordinator 2
Grid Level: 14

Key Duties and Responsibilities:

1. Oversees the day-to-day operation of the transition house by ensuring that the necessary facilities and equipment are in place, program guidelines and policies are adhered to, and program standards and any licensing requirements are met, and ensure the housekeeping, maintenance and safety of the facility is maintained.
2. Supports staff to conduct intake and assessment of women who may be entering program; and conduct file reviews on a regular basis.
3. Participate in the 24/7 on-call rotations throughout the year.
4. Implement the budget and oversee spending approvals in direct consultation with the manager;
5. Respond to maintenance problems in the house such as plumbing, heating, shoveling, phone repairs, and contact appropriate persons;
6. Formulates program policies, procedures and evaluations in relation to the program and in consultation with the program manager.

7. Supervises program staff by performing duties such as assigning work providing feedback on performance, providing coaching and conducting performance evaluations in conjunction with the program manager. Training and orientation on policies, procedures, techniques, report preparation or other matters arising in the transition house. Identifies the needs of staff for professional development.
8. Develops and implements the schedules and arranges coverage for annual leave and other operational staffing needs.
9. Participates as a staff representative on the Occupational Safety and Health (OSH) Committee. Conducts regular monthly fire drills and other life –safety checks.
10. Completes the monthly, quarterly and annual reporting requirements. Gathers statistical information and provides analysis for service delivery trends and needs.
11. Participates in the recruitment and selection of program staff by performing duties such as screening applicants, participating on interview panels and making hiring recommendations in conjunction with the program manager.
12. Orients, and determines the need for and provides training to program staff, volunteers and practicum students.
13. Provide leadership, guidance, mediates conflicts between women, children and/or staff. When appropriate addresses inappropriate behavior in a professional, compassionate manner;
14. Monitors and seeks approval for program expenditures and maintains financial awareness and accountability within the transition house. Follows financial policy and procedures.
15. Promotes public awareness of and support for the program by performing duties such as producing promotional materials and attending community events.
16. Liaises with community service providers, organization staff and other professionals to coordinate service provision, facilitate referrals to the program and represent the organization or program in external events. Promotes community involvement in the program.
17. Maintains staff and client related records and statistics and produces reports as required.
18. Informs the program manager of all internal challenges, problems and changes.
19. Performs other related duties as required.

QUALIFICATIONS:

Education:

A minimum of a diploma in relevant Social/Gendered based Education. A combination of experience and relevant education may be considered involving relevant skill-based training and/or post-secondary in gendered/ social services education.

Training and Experience:

- At least three (3) years' recent related work experience, working within a feminist framework working with women who are marginalized by their experience of violence, abuse, substance use, work in the sex trade, mental illness, racism, poverty and other forms of oppression, is required.
- 1-3 years of supervisory experience is an asset.

ADDITIONAL REQUISITES

- A valid/current Standard First Aid certificate is required.
- Please note that as a condition of employment, the successful applicant must complete a Vulnerable Sector Screening and Police Criminal Reference Check.
- **Must have a driver's license, Business class insurance (cost reimbursed), and access to a well maintained vehicle while on shift.**
- Current WHIMIS is required
- Current Food Safe certification is required
- Current Naloxone Training is required

Required Knowledge Skills and Abilities:

1. Experience with program coordination, shift scheduling, and team building skills;
2. Strong interpersonal communication, oral and written skills; ability to facilitate meetings at various levels.
3. Good knowledge of victim's rights, community agencies and referral procedures;
4. Strong knowledge about violence in relationships, substance abuse and misuse, mental health, emotional, physical, and mental abuse, the effects of trauma on the lives of women and their dependent children, and systemic pressures that marginalize women and their dependent children;
5. Strong working knowledge and ability to maintain general upkeep of a Transition House; including attention to occupational health and safety requirements
6. Knowledge about children who witness violence and the needs of children and youth accessing the Transition House
7. Strong computer skills; Word, Excel, Power Point, Email, E-Reporting with BCEID
8. Well developed organizational skills; ability to multi-task and demonstrate effective time management skills
9. Ability to work independently and be a team player.
10. Model and promote strength based, women centered best practices
11. Sound judgment and ability to modify operational approaches in working with the program; ability to plan, develop, implement and evaluate the program.
12. Provide leadership for the team which reflects the values and mandate of the Prince George & District Elizabeth Fry Society

