



## POSITION ANNOUNCEMENT

**POSITION TITLE:** Program Manager – Crisis Intervention

**REPORTS TO:** Executive Director (Interim Basis)

**LOCATION:** Sherwood Park, Alberta

**TERMS OF EMPLOYMENT:** Permanent – Full Time

**STARTING DATE:** As soon as possible

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A Safe Place is an emergency shelter for women and their children in Sherwood Park and the County of Strathcona. We offer temporary shelter counselling, support services and information to women and their children and are an advocate for all victims of abuse. We provide outreach and referral to community resources to anyone who requires our support. We are involved at the local, national and international levels to build awareness and understanding and to share knowledge in hopes of finding a way to end abuse.

### **POSITION OVERVIEW**

We are looking for an experienced programming and client service professional who can complement our Leadership Team with unique skills in developing, implementing and evaluating our Crisis Intervention Program as we work towards our Mission to end domestic abuse in the lives of women and their children.

The Program Manager –Crisis Intervention will have strong management and supervision skills and a thorough understanding of the dynamics and impacts of family violence, understanding of crisis management, the systems needed to provide excellent care to vulnerable women and children, and experience with crisis intervention. The Program Manager – Crisis Intervention will work in close collaboration with the ED, other managers and with external partners where applicable. In addition, as A Safe Place is a unionized organization, the Program Manager may work with union representatives when applicable.

The Program Manager will lead in the Crisis Intervention program planning and implementation and ensures the program meets targets and standards and is consistent with best practices in client-centered, culturally responsive and trauma informed care. The Program Manager will be supervising a team of Crisis Intervention Workers in terms of recruitment, evaluating employee performance, performance management, training, day to day supervision and assignment of work and relevant administrative functions including being on call, while maintaining a safe and healthy work environment among frontline workers.

This is a full-time permanent position working out of our Shelter in Sherwood Park.

### **QUALIFICATIONS AND SKILLS REQUIRED**

#### *EDUCATIONAL QUALIFICATIONS and EXPERIENCE*

- A bachelor's degree in Social Services (MSW preferred)
- Minimum 2 years management experience
- Minimum of five years of experience providing direct services in a human services-related field



- Registration with an appropriate professional association
- Experience in non-profit leadership in a union environment preferred
- Experience working with diverse communities

#### **KNOWLEDGE**

- Knowledge of Emergency women's shelters in the non-profit sector
- Understanding of supervisory and employee relations.
- Understanding of crisis management and supportive counseling.
- Understanding of domestic violence as a clinical and social issue.
- Knowledge of community resources.

#### **SKILLS**

- Strong assessment skills and case management skills
- Strong organizational and multi-tasking and problem-solving abilities.
- Strong written and oral communication skills.
- Strong interpersonal skills, including conflict resolution, mediation, accountability, coaching.
- Demonstrated facility with Microsoft Office, particularly Word, Excel and Power Point.

#### **WORKING CONDITIONS**

- Office/In the Community/At a desk for prolonged hours
- Will be required to provide on call support to frontline employees
- May be required to flex his/her working hours and/or work evenings and weekends
- May require to work from Home

#### **WHAT WE OFFER**

- Competitive wages that commensurate with qualifications and experience
- Extended health care, dental and life insurance benefits
- Training and career development opportunities

#### **HOW TO APPLY**

Interested Candidates may email your application to [HR@asafeplace.ca](mailto:HR@asafeplace.ca) with the position title in the subject line.

*We're an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.*