



## POSITION ANNOUNCEMENT

<b>POSITION TITLE:</b>	<b>Care Team Manager</b>
<b>REPORTS TO:</b>	Director of Operations
<b>LOCATION:</b>	Sherwood Park, Alberta
<b>TERMS OF EMPLOYMENT:</b>	<b>Full-time</b>
<b>STARTING DATE:</b>	As soon as possible

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A Safe Place provides support and resources to overcome domestic abuse. The Strathcona Shelter Society operates an emergency shelter for women and children, a crisis and family violence information line, community outreach, and public education to end domestic violence in our community

### **POSITION OVERVIEW**

The Care Team Manager provides support, leadership and guidance to the Crisis Intervention Workers and Support Liaisons. This role leads case management and crisis intervention response in shelter while supporting staff to connect individuals and families to meet their basic needs, access financial supports, acquire housing and access other integral support services. The Care Team Manager also supports staff who facilitate crisis calls received through the 24/7 Helpline. Key to this role is developing and managing the agency's care team model of service delivery and evaluating its impact on those served. Through reflective and engaged leadership, the Care Team Manager works with the team to meet quality standards of programming in family violence prevention and intervention that embody the mission statement and philosophy of A Safe Place. This is a hands-on role in a high-energy and fast-paced setting; providing after hours supports and on-call coverage are included. All leaders are expected to support and mentor staff to ensure a healthy and safe environment for staff and those served. Coordination with other managers to assess workflow and operating procedures to devise the most efficient and effective methods of accomplishing the work to meet policy and client requirements in an element of this opportunity as is the opportunity to contribute to the agency's strategic directions and community development.

### **DIRECT REPORTS**

1. 23 Crisis Intervention Workers
2. 3 Support Liaisons

## **DUTIES AND RESPONSIBILITIES**

### *PROJECT MANAGEMENT AND LEADERSHIP*

1. Lead program planning and implementation of care team model of service delivery; provide oversight and guidance in the areas of intake, crisis response and access to basic needs, financial supports, housing and other integral support service (internal and external);
2. Ensure program meets targets, timelines, with appropriate reporting and evaluation;
3. Ensure programming is consistent with best practices in client-centered, culturally responsive and trauma-informed care;
4. In collaboration with the Director of Operations, create, implement and evaluate program goals and strategies that align with organizational goals and strategic priorities;
5. Lead with innovation and creativity with a goal of improving services and supports to clients
6. Work with staff to maintain a high quality of service, with a goal to meet or exceed program standards and is compliant with provincial and federal regulations and Agency Policies and Procedures;
7. Guide staff to maintain documentation standards while developing processes and protocols to document program activities, policies, and protocols. Perform file reviews.
8. Support the agency in meeting contract requirements through timely and appropriate reporting and evaluation;
9. Ensure maximum occupancy and appropriate response in turning away people
10. Intervene, where necessary, with high acuity clients to provide crisis intervention support plan;
11. Where required work in conjunction with the Program Evaluator to establish program goals and outcomes/ logic model;
12. Provide 24/7 on-call supports for emergencies or urgent needs after hours

### *MANAGEMENT AND SUPERVISORY DUTIES*

1. Maintain full staffing compliment, in collaboration with the HR Manager by recruiting, selecting, orienting, and training employees;
2. Ensure all direct report personnel are orientate to the agency and programs;
3. Maintain regular supervision of all direct reports;
4. Perform annual performance evaluations;
5. Seek out opportunities for appropriate and valuable professional development opportunities to support staff in their roles;
6. Maintain a safe and secure work environment, promoting a team dynamic that values diversity;
7. Engage in mentoring and guidance with staff members to meet the agency goals, implementing performance improvement plans where necessary;
8. Provide leadership and support to internal committees as required;
9. Collaborate with Human Resources on staff wellness programs.

### *ADMINISTRATIVE DUTIES*

1. Attend meetings and presentations, as required, including Union meetings;
2. Submit expense records once a month and approve team members' monthly expenses;
3. Authorize incidental purchases for immediate shelter needs;
4. Authorize time sheets and approve leave requests and overtime;

5. Other assigned duties.

### *ORGANIZATIONAL BEHAVIOUR*

Promote positive work environment by:

1. Modelling and working within the ASP values, ASP Code of Ethics and ACSW Code of Ethics and Scope of Practice;
2. Respecting other's opinions, judgements, and abilities;
3. Using the proper channels of communication;
4. Managing conflict effectively;
5. Demonstrating flexibility and reliability;
6. Demonstrate initiative and dependability;

### **QUALIFICATIONS AND SKILLS**

#### *EDUCATIONAL QUALIFICATIONS and EXPERIENCE*

1. A bachelor's degree in Social Services (MSW preferred)
2. Minimum 2 years management experience
3. Minimum of five years of experience providing direct services in a human services-related field
4. Registration with an appropriate professional association, if applicable
5. Experience in non-profit leadership in a union environment preferred
6. Experience working with diverse communities
7. A valid driver's license and reliable vehicle
8. Current CPR and First Aid certification desirable
9. ASIST Training preferred

#### *KNOWLEDGE*

1. Knowledge of Emergency women's shelters in the non-profit sector
2. Understanding of supervisory and employee relations.
3. Understanding of crisis management and supportive counselling.
4. Understanding of domestic violence as a **clinical** and social issue.
5. Understanding of case management process.
6. Knowledge of community resources.

#### *SKILLS*

1. Strong assessment skills.
2. Strong case management skills.
3. Strong organizational and multi-tasking abilities.
4. Creative problem-solving skills.
5. Strong written and oral communication skills.
  - Strong skills in interpersonal relations, conflict resolution, mediation, accountability and coaching.
  - Advanced skills in Microsoft Office, particularly Word, Excel and Power Point.

- Strong leadership skills.

## **PERSONAL CHARACTERISTICS**

- A positive attitude, high energy, creative, and flexible
- A genuine commitment to the mission, vision, values and work of the agency
- Strong trauma informed and person-centered approach

### **1. WORKING CONDITIONS**

- Shelter environment presents a fast-paced setting where demands can be physical in nature and will require the ability to spend extended periods of time on your feet and moving around the shelter
- Office environment can demand prolonged hours seated/at a desk
- Operating a vehicle may be required for short periods of time
- Must be able to be flexible with work hours to accommodate after-hours demands such as on-call or emergencies.

## **WHAT WE OFFER**

1. Salary: starting at \$70, 000 per year
2. Training and career development opportunities.
3. Generous benefits package

## **HOW TO APPLY**

Please email your resume with cover letter to [hr@asafeplace.ca](mailto:hr@asafeplace.ca) with the position title in the subject line - "Care Team Manager".

This competition will remain open until suitable candidates are found.

*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.*