

**POSITION TITLE: PROGRAM MANAGER**

**REPORTING TO: EXECUTIVE DIRECTOR**

**OVERVIEW**

In order to best support clients who have experienced trauma, our Shelter maintains a policy of Trauma Informed Practice (TIP). Being "Trauma Informed" means having an awareness of trauma and its impacts, and speaking, acting and existing in ways that are least likely to trigger or further harm those who have experienced trauma. A Trauma Informed stance means applying the "universal caution" or approaching every individual as though they have experienced trauma. This takes the burden of disclosing trauma (which can be triggering or retraumatizing) off the individual who has experienced it.

**POSITION DESCRIPTION**

Reporting directly to the Executive Director, the Program Manager is responsible for managing the day-to-day delivery of the Camrose Women Shelter programs ensuring a high standard of service and safety in accordance with CWSS program policy and procedures. This position is integral to the organization and assists the Executive Director in moving the organization forward. The Program Manager will be responsible for the management of several staff including the Crisis Intervention Worker team, and other Coordinators.

**QUALIFICATIONS**

Degree in Human Services, 7 years of supervisory experience, and minimum of 5 years working in a women's shelter or a crisis intervention agency. Strong Human Resources background, computer skills and competency in working with data base systems and outcome reporting. The Program Manager possesses excellent decision-making skills, time management skills, general interviewing and assessment skills, conflict management and resolution skills. Knowledge and/or experience in the following areas: domestic violence, homelessness, mental illness, addictions, Trauma Informed Practice, and Indigenous culture and practices. Valid First Aid/CPR is required, as well as up-to-date Child Welfare Information System Check (CWIS) and Criminal Record Check.

**RESPONSIBILITIES**

**Personnel Management**

- a. Recruitment of staff as required, including screening, interviewing and reference checks
- b. Conduct a comprehensive On-boarding and orientation of new staff, and supports the development of collaborative and cooperative team relationships.
- c. Provide individual monthly supervision with staff inspiring growth, goal setting and completion of performance reviews at the end of the probation period and annually thereafter
- d. when required, engage in the progressive discipline process.
- e. Prepare and post staff shift schedules.
- f. Monitor and approve Shift Change requests and approve Time Sheets.

- g. Follow all Operational, Human Resources, Operational Health and Safety Policies and Collective Agreements as it pertains to employee and client relations and employment standards.
- h. Maintain up-to-date personnel records.
- i. On Call responsibilities for after hours during the week and a rotation of weekends.
- j. Planning and facilitation of regularly scheduled CIW team meetings for purposes of team building and collaborative support, training, program enhancements and processes
- k. Support staff with professional development and training plans, in collaboration with the Executive Director.
- l. Ensure program has required supplies

#### **Organization Staff Relationships**

- a. Facilitate positive working relationships between the CIW team, as well as with all Organization staff and volunteers
- b. Assist the ED in planning and facilitation of regularly scheduled staff meetings, team building and collaborative support, training opportunities, program enhancements and processes.

#### **Program Planning, Case Management, Evaluation and Outcome Reporting**

- a. Support and guide CIWs to provide consistent, non-judgmental support to clients from a Trauma Informed lens.
- b. Ensure clients receive services that are timely, including completion of Danger Assessment, safety planning, and identifying goals to move forward.
- c. Supervise and support ongoing client case and file management within the team.
- d. Support staff in accurate client data entry into Outcome Tracker database system and in other client reports. Review all Outcome Tracker entries and client files.
- e. Provide support, and advocacy for both clients and staff in cases that are deemed high risk and/or high needs.
- f. Establish ongoing program improvement supported by program evaluations, outcome monitoring and client feedback, working in conjunction with the CIW team.
- g. Provide outcome reports required for core and project funding requirements.

#### **Community Collaboration**

- a. Represent Camrose Women's Shelter in client advocacy, and service coordination.
- b. When appropriate, act as a liaison with community organizations such as police, and Victim services, other shelters as well as community and government organizations.

#### **Assist Executive Director**

- a. Assist the Executive Director, as directed, in corporate areas affecting direct services in the Shelter such as program promotion, budget preparation, program policies and procedures, corporate staff development and strategic planning.
- b. Provide monthly written reports
- c. Participate in the Leadership team of the Organization