

Job Posting

Title: Manager of Front-Line

Reports to: Director of Support Services

Location: Brantford (various locations)

Hours of Work: 40 hours per week

Hourly Rate: \$32.18 & benefits

Application Deadline: January 3, 2025

The manager of front-line is responsible for overseeing the daily operations of three supportive housing sites.

Job Responsibilities

- Leading, motivating, and managing, unionized and non-unionized teams
- Delegating tasks appropriately to ensure efficient service delivery to the people we support
- Promoting positive relationships among staff members, and between staff members and clients
- Ensuring that staff perform their duties safely and in compliance with legislated and regulatory requirements
- Ensuring that services meet quality standards and implementing improvements as needed
- Managing and optimizing allocated budgets
- Identifying and mitigating potential risks to service delivery
- Investigating and promptly following up on client concerns
- Working collaboratively with other members of the management team
- Participating in after-hours emergency on-call rotation
- Modeling ethical behaviour and managing operations with respect and integrity

Qualifications

- University degree or college diploma in healthcare or social services
- Three years of supervisory/managerial experience in a unionized setting (community services or healthcare).
- Knowledge of Ontario Health Supportive Housing Policies
- Excellent verbal and written communication skills
- Clear and up to date (within the past 6 months) Vulnerable Sector Check conducted by the local police service
- Experience with data base/client management software
- Experience with Microsoft Office
- Valid drivers license, insurance, and use of a vehicle

Participation Support Services is an equal opportunity employer, and we encourage applications from all qualified candidates. We offer accommodation for applicants with disabilities in all aspects of our selection process. If you are contacted about this job opportunity, please let us know prior to the interview if you require accommodation.