

Newcastle Place Assistant Manager

Effective: 14 March 2019 Revised:

SUMMARY

Functions in three main capacities:

- firstly, shares the workload of managing the site,
- secondly, is the “in charge” person during specific assigned shifts and when the Manager is on leave or vacation,
- thirdly, focuses on staffing, scheduling, coaching, and supporting employees to be resilient and effective.

QUALIFICATIONS

Education

1. A certificate, diploma, or degree in social services,¹ Or equivalent combination of experience and education;
2. First aid: “Emergency First Aid – Community Care” or higher;
3. Naloxone training;
4. Managing Hostile Interactions,² Non-violent Crisis Intervention, or similar training;
5. Courses in conflict resolution, leadership, supervision, management, and psychology, are highly desirable;
6. One or more courses in mental health, substance use, and Suicide Prevention and Intervention an asset;
7. Motivational Interviewing and/or NVC training an asset;
8. Listening and feedback training such as Motivational Interviewing, and/or Non-violent Communication a significant asset;
9. Additional training as required by funding contracts.

Experience

1. Two (2) or more years’ experience leading teams, projects, or work groups;
2. Experience with computer systems, office programs, and payroll applications.

Skills and Knowledge

LEADERSHIP

1. Leads with integrity and confidence;
2. Able to create rapport and motivate, direct, coach, and discipline employees;

¹ Examples include:

1. Vancouver Island University: Social Services Diploma (2-Year Program)
2. 3. Sprott Shaw College: Community Support Worker - Social Services (50 Weeks)
4. Discovery College: Community Support Worker (45 Weeks)

² Offered by HSABC <http://hsa-bc.ca/>

3. Exhibits empathy, kindness, and a friendly disposition;
4. Demonstrates and models professionalism;
5. Understands team dynamics and the role of culture in an organization;
6. Able to cooperate, collaborate, find consensus, and act with authority when required;
7. Self-disciplined and proficient at time management;
8. Able to speak to, lead, and moderate groups and meetings.

ADMINISTRATION

1. Is organized and able to prioritize tasks and manage the use of time to complete tasks efficiently;
2. Follows protocols and procedures consistently and faithfully, and maintains efficient routines;
3. Adapts to changes in the work environment, including changes in technology and best practices;
4. Continues professional development and acquires skills to maintain competency.

COMMUNICATION

1. Able to communicate with a wide variety of individuals with appropriate mirroring of communication styles;
2. Adept at objective descriptions, especially regarding employee and volunteer behaviour and behavioural changes;
3. Communicates well verbally and in writing and masters the required technology and applications;
4. Demonstrates acumen in the correct use of English, including spelling, grammar and punctuation;
5. Possesses both assertiveness and tact when offering feedback and correction.

INTERPERSONAL

1. Remains calm when faced with challenging or confrontational conduct;
2. Responds with assertiveness and confidence when required;
3. Maintains empathy, kindness, and a friendly disposition;
4. Maintains healthy boundaries (see ICCS code of ethics) and practices and demonstrates self-care;
5. Performs effective conflict resolution and de-escalation techniques;
6. Understands group dynamics and works as a member of a team;
7. Able to understand and contribute to the program's therapeutic culture;
8. Notices behaviour, body language, cues that suggest decompensation, drug use, and mental or emotional decline;

HUMAN RESOURCE SKILLS

1. A good listener, able to summarize and reframe situations for workers when helpful;
2. Skilled at objective evaluation of people including strengths and weaknesses;
3. Speaks frankly and sensitively to employees about poor performance, mistakes, and emotional difficulties;
4. Strong ethics, particularly in the areas of confidentiality and fairness;
5. Able to demonstrate reliability and consistency in the application of policies;

RECRUITMENT AND TRAINING

1. Able to detect hyperbole and exaggeration in claims about qualifications;
1. Able to build rapport and use questions and to successfully evaluate job candidates;
2. Able to teach, coach, and correct.

KNOWLEDGE

1. ICCS recruitment priorities; and effective interview techniques and criteria for selection;
2. Principles and methods for effective training, and training priorities;
3. How identified personalities and learning styles affect preferences and motivation;
4. Key ICCS concepts such as The Mary and Martha principle and Professional Kindness;
5. The non-profit organizational model, especially the role of staff and volunteers, including the Board of Directors;

6. Union culture, labour standards, and ICCS policies that relate to labour requirements and our collective agreement;
7. Harm reduction;
8. Substance use, addiction, treatment and recovery;
9. The role and limitations of a Support Worker, and the program, in the wider spectrum of services;
10. Mental illness and the needs of individuals with concurrent disorders;
11. The "Housing First" model and the concept of "barriers," to housing;
12. Common health issues among people who are homeless;
13. "Street culture" and strategies used by street entrenched individuals to obtain services;
14. Other organizations in the region who offer similar work opportunities and a range of community resources;
15. Cultural and ethnic differences.

REQUIREMENTS

1. Demonstrates professionalism and follows society policies, code of ethics, and guidelines;
2. Has dependable transportation;
3. Possesses and maintains a moderate level of physical fitness;
4. Is cleared by the Solicitor General for working with vulnerable adults prior to working a shift;³
5. Understands the philosophy of ICCS and adhere to and reflect the Society's values and code of ethics;
6. Attends work as scheduled except for legitimate reasons.

DUTIES

The duties of the Assistant Manager fall into three general categories: 1.) general management, 2,) "in charge" on scheduled shifts, and 3.) staff support in scheduling, coaching, and training.

General Management Duties

1. Works with the manager to ensure good management coverage at the site at all times including:
 - a. Sharing on-call responsibilities with the manager, including a rotating schedule of weekend coverage;
 - b. Being the acting manager, adjusting his/her work schedule as needed, when the manager is on leave or vacation;
2. Provides supervision in emergencies and crisis situations and provides debriefing for employees;
3. Assists the manager to create a safe, secure, and healthy environment on the worksite;
4. Assists with the implementation of existing or new policies;
5. Monitors the worksite to ensure that all program goals and contract requirements are met and make recommendations for improvement to practices and routines;
6. Fosters good relations with Island Health workers and other professionals who visit the site;
7. Carries out special projects and tasks assigned by the managers.

ADMINISTRATION AND DOCUMENTATION

8. Assists with monitoring expenses and helps meet all program budgets;
9. Assist the Manager to perform administrative duties to maintain all office routines, client files, and data gathering;
10. Ensures that required reports are submitted regularly as directed by the manager;
11. Fills out incident reports as necessary and ensures that incident reports filled out by other employees are correct;
12. Reports on employee performance, morale, and concerns to the manager, with suggested corrective action.

³ Generally, this occurs after a person has made submission to the Ministry of Public Safety and Solicitor General's "Criminal Records Review Program," via a consent to a CRIMINAL RECORD CHECK. Confirmation must be received prior to training or working a shift. See the Operations Manager for details.

MEETINGS

13. Meets regularly (one or more times weekly) with the manager to discuss the management of the site;
14. In the absence of the manager, leads effective and regular staff meetings;
15. In the absence of the manager, attends regular team manager meetings to report on issues of concern, to network with colleagues, and to discuss issues of concern with the management team;

OTHER

16. In the absence of the manager, meets with Island Health workers, as needed, to ensure smooth cooperation in the delivery of health services on the site.
17. Assists the society with fundraising, public relations campaigns, workshops and special events;
18. Shops when necessary with compensation for use of a personal vehicle via the society's kilometrage form.
19. Other duties as assigned by management.

“In Charge” Shifts

SUPERVISION

1. Understands and follows approved protocols, practices, and routines for supervision;
2. Works with a high degree of independence to effectively supervise and manage all employees, volunteers, and clients;
3. Oversees all services including those provided under the supervision of the Food Services Coordinator;
4. Oversees consultants and visiting professionals to ensure they understand the requirements of site visitors;
5. Acts according to the requirements of a prime contractor on the worksite, supervising and authorizing all trades;
6. Responds to potential or occurring emergencies and supervises evacuation of the property during a fire or disaster;
7. Reads and contributes to log book, initials previous communications, and ensures that all employees comply with standard log protocol;
8. Carries out additional supervisory duties as outlined by the manager.

CLIENT SERVICES

9. Ensures that prior to or upon move-in, clients understand and sign the program agreement, list of services, and Orientation Package – especially noting the section on drug dealing, rent payment, etc. and supervises Support Workers and others to carry out this duty in his/her absence;
10. Ensures that the core services are provided including: a safe sleeping space, toilet, shower, and laundry facilities; continental breakfast and dinner; a security fob; access to rules and routines; wellness checks; housekeeping, individual service plan; assessments when helpful; referrals and information; outreach support; and mentoring and training.
11. Identifies client needs, patterns, and challenges through observation, interaction, and examination of data;
12. Ensures that client's rights and responsibilities are understood and maintained;
13. Teaches and enforces program rules and consequences for breaches of rules;
14. Models empathetic communication techniques and trains support workers to use similar methods with clients.

PUBLIC RELATIONS

15. In the absence of the Manager, is the main liaison with local representatives from Island Health, partner organizations, and law enforcement and fosters good relations with workers from these groups;
16. Responds to or forwards all inquiries from neighbours.

BUILDING AND GROUNDS

17. Uses the established system for requesting, communicating, and coordinating the activities of the housekeeper, custodian, and building maintenance worker so that building systems, equipment, facilities, and surfaces are maintained.
18. Ensures maintenance of residences and grounds and ensures general cleanliness;
19. Reviews and prioritizes all repair and maintenance work as performed by the building maintenance worker, and ensures they are completed;

Staff Support

1. Is chiefly responsible for carrying out all human resource duties related to the Newcastle site, including training, evaluation, coaching, and discipline, in collaboration with the Program Manager and Human Resources Manager;
2. Schedules workers to insure uninterrupted operation of the program;
3. Uses Workforce Now to approve requests, process schedule exceptions, and perform other required human resource tasks;
4. Helps ensure that all employees understand and follow policies, protocols, and procedures;
5. Works with the manager and hiring committee to hire staff to maintain an adequate regular and casual pool;
6. Trains, coaches, evaluates, and disciplines Newcastle employees according to ICCS policies and the collective agreement;
7. Assists the Food Services Coordinator to train and supervise those working in the kitchen, including the cook and volunteers;
8. Assists with volunteer coordination, supervision, and training;
9. Evaluates daily workload of all staff and assigns additional or different duties where required;
10. Responds to health and safety concerns to avoid or reduce involving the Occupational Health and Safety Committee.