

**Shelter Manager**

Employment status: Full-time, permanent (40 hours per week)

Location: St. Catharines

Hours: Typically, Monday – Friday 8:30am-4:30pm but evening and weekend availability will be occasionally required to support staff or respond to urgent situations while on-call

Salary: \$64,501 - \$73,101 (plus extended health benefits and a RRSP matching program)

About Southridge Community Church

We're a Jesus-centred multi-site missional community, seeking to foster lives that are fully devoted to Jesus across the Niagara Region.

Our goal is to increasingly practice and embody—both personally and collectively—the kind of love Jesus modeled. We emphasize a way of life that's about more than just attending a weekly church service, but extends to all 168 hours of the week. And we're committed to being difference-makers where God has placed us.

We do this by fostering a lifestyle of full devotion to Jesus, meaning we serve our surrounding society with the love of Jesus by growing and engaging our people in the way of life of Jesus to a greater degree. There are three primary ways we're seeking to foster this way of life, expressed and stimulated by our three primary programs: Sunday services, Life Groups and Anchor Causes.

We have three locations across Niagara, each with a unique Anchor Cause of compassion and justice. In St. Catharines, serving people experiencing homelessness or needing housing. In Welland, meeting needs and building relationships with people experiencing food insecurity. In Vineland, connecting with and providing social services to Caribbean migrant farm workers.

About Our Homelessness Services

As a practical way to serve our community, we also operate a complement of practical support services to people along the continuum of homelessness. This includes staff supporting community outreach through NASO, our regional After Hours Shelter Placement Line, a 24/7, 55 bed housing focused emergency shelter, Housing First and Home for Good programming for clients living independently throughout Niagara.

We believe that it takes more than the support of a social service to break the cycle of homelessness. It takes a community of people working together and in authentic friendship to complement this excellence in service.



About the Role

The Shelter Manager provides management and oversight of the day-to-day operations of a sub-set of Homelessness Services, specifically 'The Shelter'. This person ensures that the frontline staff have what they need to collectively show dignity, care and support to the residents. As the Shelter Manager, this individual will provide hands on guidance, supervision and problem solving to ensure smooth functioning/operations and achievement of operational and strategic goals. Health and safety, along with ensuring adherence to all related regulations are paramount to this role.

About You

- You are passionate about being part of the solution to the housing insecurity crisis in the Niagara Region
- Your experience gives you a strong understanding of the complexities and opportunities around homelessness and empathy and compassion for those impacted
- You enjoy connecting with people, and in particular know how to encourage, support and hold accountable shelter residents and staff
- You are passionate about supporting people, seeing people engage in community and helping people to move toward their best version of themselves
- You have a thorough understanding of the regulations, policies and procedures impacting the shelter, and know how to use the knowledge effectively to serve our residents well
- Others note your strong work ethic, commitment and ability to get things done in a relational way
- As with any of our staff roles, we're looking for someone with *Character* that pursues Christ, *Competency* to do the job, *Chemistry* that gels with our staff, and a solid fit with our *Culture*.

Role Requirements

- Aligned with the Christian values of Southridge Community Church and are eager to be a part of living out our mission and vision in the community
- A strong understanding of the complexities around housing insecurity, and a deep compassion and commitment to serving all kinds of people
- A solid understanding of the rules and regulations impacting the organization and the overall shelter system in the Niagara Region
- Experience working within a trauma-informed care framework
- A systems thinker who knows how to put the right procedures in place to serve people well
- Strong verbal communicator, and the ability to exhibit the right balance of compassion and accountability depending on the situation
- Strong organizational and management skills, and an ability to follow through and get things done
- Creative and flexible problem solver



- Leads with a positive and people-centred approach who stays calm in all situations
- A demonstrated history of leadership in the shelter system; minimum 3-5 years of experience
- Proven proficiency in Word, Excel, and electronic file management
- Requirement to work weekends and evenings if and as needed

Role Responsibilities

Lead a High Performing Staff:

- Provide effective management to direct reports, including recruitment, selection, onboarding, training, performance reviews and performance management
- Ensure ongoing training and feedback for shelter staff related to our values and priorities in the work
- Ensure all scheduling is completed and maintained, and provide shift coverage as needed
- Resolve conflict effectively and promptly
- Promote unity and cohesiveness in our broader homelessness services team
- Develop staff in a personalized manner to ensure a progression of readiness for new roles as they become available

Provide Organizational Structure:

- Provide acute crisis response and real-time support for Resident Services Coordinators and supplementary support to the Southridge NASO worker.
- Ensure intake, diversion and departure/suspensions decisions are fair, safe, and reflective of our vision/values and centralized shelter standards
- Work closely with our Homelessness Services management team to deliver a housing-focused shelter model that support clients along a continuum of service
- Maintain up to date knowledge of hostel health and safety standards, regulations, policies and procedures; and ensures they are lived out through the residents, staff and volunteers
- Ensure the shelter has proper IT support
- Ensure the shelter has proper maintenance and support

Administrative Duties:

- Through front-line staff, ensure all residents are provided with the dignity and support needed
- Provide quarterly and ad hoc statistics as requested by the Executive Director
- Ensure all policies and procedures documentation are maintained and accessible to all appropriate individuals
- Order the required supplies for the residents and running of the Shelter
- Adhere to budget as outlined by the Executive Director for the areas within this role's



scope (i.e. shelter supply expenditures)

- Ensure that Shelter Notes, HIFIS usage, intake/outtake sheets, etc. are completed in an accurate and timely manner as required.

Other Duties:

- Represent the Shelter Floor on the Homelessness Services Management Team
- Represent Southridge at Housing Focused Shelter Working Group and other tables as required
- Coordinate (and participate) in on-call rotation

Accountabilities

- Ensure support coverage at all times
- Ensure all frontline staff have up to date training and certifications
- Minimal staff turnover and negative staff exits
- Healthy team culture (assessed through formal and informal feedback pathways)
- Minimal critical incidents (law enforcement calls, overdoses, transmission of communicable disease)

Relationships

Reports to: Homelessness Services Executive Director

Direct Reports: Resident Services Coordinator Team

Hiring Statement

We strongly encourage people of all ethnicities, identities and abilities who love Jesus and are aligned with our vision and values, to consider applying for a staff role.

We strive to achieve equality in the workplace, which means no one will be denied employment opportunities or benefits for reasons unrelated to fit for a role. We also understand employment equity means more than treating individuals in the same way but requires special measures and the accommodation of differences. In this way, we are following Jesus in our hiring practices to create a diverse and inclusive workplace reflecting the body of Christ.

Application Process

Interested candidates can submit their cover letter and resume to careers@southridgechurch.ca. Southridge Community Church thanks all candidates for their interest. However, only those applicants selected for an interview will be contacted.

This role will remain posted until it is filled.