



Changing Lives • Growing Community

Courage • Compassion • Connection • Commitment

E4C, one of Edmonton's oldest and most respected social service agencies, is seeking a dedicated professional eager to join our team. This is an excellent opportunity for a gifted professional to make a significant difference to people, helping and supporting individuals and the community in undergoing positive change and increasing capacity.

### **Program Manager – Intensive Case Management Team**

Homeless Support Services

#### **Job Purpose**

E4C continuums of housing provide emergency shelter, transitional housing, and supportive housing for mental health individuals, and outreach services to re-integrate residents back into independent living in the community.

The Program Manager leads, directs and supports the Intensive Case Management Team and is responsible for the service delivery of Housing First for E4C.

The Program Manager ensures the efficient and appropriate operation of the Intensive Case Management Team and Housing First philosophies. This position is a key contact for the community to the program.

#### **Duties and Responsibilities**

##### **Management / Leadership**

- Supervision and support for the outreach team
- Supervision of individual case management and case coordinating functions including intakes and staff caseloads.
- Facilitate weekly team case management meetings.
- Facilitate and coordinate monthly staff meetings
- Coordinate the delivery of safe housing and support programming through training, consultation and supervision.
- Instill and maintain the program and organizational culture within all program policy and practice.
- Develop, implement and take the lead on evaluation of program objectives and outcomes.
- Monitor database information
- Evaluate, populate and prepare summary reports of program statistics.
- Ensure outcomes and targets are being met
- Attend community meetings including Housing First Team Lead meetings and report back to team of outreach workers.
- Facilitate communications of program information and knowledge both internal to the organization and with external stakeholders and funders.
- Other duties may be assigned as required.

**Administration**

- Coordinate program information through: management of resident and program personnel information; preparing summary report of activities and statistics; communication and consultation with stakeholders and relevant parties.
- Administer the approved program budget.
- Prepare payroll.
- Monitor and prepare reports on petty cash expenses.
- Secure funding through proposal development and submission.
- Collate and submit a monthly program report to appropriate sources.
- Adhere to program and agency policies and procedures.
- Other duties may be assigned as required.

**Qualifications**

Preferred:

- Bachelor level degree in a human service field or equivalent AND four years of related or direct service work experience.
- Experience in program management, design, development and evaluation.
- Working knowledge of housing first practices.
- Strong interpersonal skills, communication and teamwork skills, leadership and organization skills. Non-judgmental and empathetic attitude.
- Well developed written communication skills.
- Aptitude and skill in computer operations.
- Broad knowledge base on the issues of homelessness, prostitution, addiction, abuse, aboriginal and other cultures, and inner city communities.
- Security Clearance, Standard First Aid, Crisis De-Escalation, and Suicide Intervention Training. Valid Driver's License, registration and insurance, and operation of personal vehicle required.

**Working Conditions**

This is a permanent full-time position.

**Physical Requirements**

Periodically handling/moving office/Agency materials and equipment.

**Direct Reports**

Housing Outreach Workers and Follow-up Support Workers

**Salary Scale**

\$ 47,670 plus 4 weeks vacation

Benefits ( Long Term Disability, Extended Health Care, Dental Care and Life Insurance)

Please submit your résumé to: E-mail: [hr@e4calberta.org](mailto:hr@e4calberta.org) Fax: 780.456.0208

We thank all applicants for their interest, however, only those selected for an interview will be contacted.