



Transitional Support Manager – Youth Housing Program

Are you passionate about working with youth (ages 14-17) and helping them discover their pathway towards adulthood? Do you identify yourself as being pro-active, collaborative and flexible – all while ready to take upon a leadership path? The Transitional Support Manager could be your next step in your social services career! You will oversee the completion of all house related duties, lead the community engagement initiatives of the program and walk alongside youth in their journey to adulthood.

The Transitional Support Manager focuses on building relationships with youth through a non-judgmental, harm reduction, trauma informed and solution focused approach. You will play a key role in building a safe and supportive environment for the youth that promotes collaboration and innovation while ensuring the needs of youth are met. You will also support your team members with regular supervisory sessions including: coaching, check-ins, performance reviews and development plans to assist in their personal and professional growth!

Hours: Tuesday to Friday: 2:30pm to 11:30pm and Saturday: 1:00pm to 5:00pm; participation in on-call rotation that includes evenings, weekends and overnights.

Why Join Our Team

- Double staffing model to better support our youth we walk alongside!
- Full time position includes health, dental, RRSP contributions, employee assistance program and other work related benefits.
- Build relationships and connect people to the work we do.
- Engage with individuals in meaningful opportunities, which positively impact those we serve.
- Be a part of a supportive team, dedicated to professional and personal growth.
- In-house collaborative training opportunities to build knowledge, skills and tools relevant to your leadership role.

In Your Role You Will

- Teach, model and develop basic life skills (including but not limited to cooking, meal planning, time management, healthy relationships, medication regimens, problem solving etc.) with youth through the use of relationship-based approaches.
- Encourage the house team and youth to create life skills development opportunities and learning related to their Transition Plans.
- Communicate with the House Leadership Team regarding progress of the youth, significant changes in the youth's behavior, any concerns/challenges that the youth is having, lack of follow through with expectations, etc.
- Conduct supervisory check-ins, coaching sessions, performance reviews and development plans with team members to assist in their personal and professional growth.
- Recruit and hire team members in partnership with Site Manager and Human Resources department.
- Plan and manage the household budgets and expenditures in partnership with the Transitional Case Manager and Site Manager.
- Perform, oversee and direct team members in ensuring the quality and consistency of household cleanliness is maintained according to guidelines, accreditation, licensing and safety standards.
- Schedule, attend and facilitate meetings (house, team, youth and lead) on a consistent basis.
- Oversee and approve schedules, shift vacancies, timesheets, expense reports and time off requests of team members.



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- Plan and prepare meals for the following day in conjunction with Transitional Support Workers and youth.
- Review case notes, medication administration documentation, practices and all household paperwork is in compliance with agency policy/procedures, legislation, accreditation and licensing standards etc.
- Develop and maintain positive relationships with neighbors, visitors and community league affiliations.

Education and Certifications

Required

- Degree/diploma in Child and Youth Care (CYC), Social Work, Human Services, or related field.
- Police Information Check with Vulnerable Sector Check.
- Child Intervention Check.
- Certifications (or willingness to obtain): Standard First Aid, Suicide Intervention Training, Medication Administration, De-escalation, Harm Reduction, Indigenous Awareness Training, Protection of Sexually Exploited Children's Act, WHIMIS and Food Safety.
- Reliable, registered vehicle, driver's license, a recent driver's abstract and valid insurance including two million dollar liability coverage.

Recommended

- Certifications: FOIP, Mental Health First Aid

Experience

- 3+ years' experience working with marginalized populations (youth experience an asset)
- 1+ year related supervisory experience, including staff leadership, management of employees, projects quality improvement, training, and change management.
- Working knowledge and experience with harm reduction, resiliency, trauma-informed and solution focused practice.
- Strong crisis intervention/de-escalation training/skills. Ability to remain calm in crisis situations. Ability to work in high pressure and stress situations on a regular basis.
- Demonstrated experience de-escalating crisis and potentially violent situations with individuals under the influence of drugs or alcohol, under extreme stress &/or struggling with acute/chronic mental health crises.
- Extensive background and experience working with youth struggling with substance use/addictions, poverty, mental health, traumatic histories, LGBTQ2S+, and Newcomers to Canada and/or refugees. Understanding and ability to respond to multiple, complex barriers faced by youth.
- Proficient in MS Outlook, WORD, Excel, database applications and computer operation.

Competencies

- **Communication** - The ability to understand and be understood by individuals and groups using appropriate and effective communication tools and techniques. Communicate respectfully with others from diverse backgrounds and from all levels while accommodating differences while using a non-judgmental, empathetic, and flexible approach
- **Collaboration** - Work collaboratively with others to achieve group goals and objectives; has positive working relationships with colleagues and partners. Able to build formal and informal professional relationships. Fosters respect and reciprocity with participants/tenants, team members, other e4c personnel, external service providers and community members. Uses an intentional, reflective practice model in work with others



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- **Accountability** -Takes personal accountability to deliver the best service by demonstrating best practice behaviors following organizational policy and procedures, CARF standards, OH & S, and Government of Alberta Licensing protocols. Able to define expectations for self and others and to act to fulfill these expectations. Able to self-reflect, monitor and correct one's own actions, as well as others' actions; the ability to demonstrate skills, knowledge and an attitude that enable them to effectively carry out the job and to maintain personal health over time
- **Integrity and Ethical Behavior** – a clear understanding of ethical and business practices, and commitment to upholding organizational values, policies and procedures
- **Service Orientation** – an understanding of clients' needs and strives to meet or exceed client expectations. Seeks ways to improve processes and efficiencies for enhanced service and community relations. Responds to new and innovative ideas in an effort to effectively problem solve for resolution.
- **Performance Management** – the ability to effectively plan and manage the performance of staff and to develop skills and abilities of staff over time.

Apply

- Email: careers@e4calberta.org
- Website: www.e4calberta.org

At e4c diversity is our strength. We embrace diversity and offer equal opportunities to all qualified applicants. We welcome your application regardless of origin, culture, ethnicity, age, ability, gender identity, sexual orientation or faith.

Thank you to all those apply. Only those short-listed will be contacted for an interview.