



140 ISLINGTON AVENUE  
ETOBICOKE, ON M8V 3B6  
**TELEPHONE** 416 252 7949  
**FAX** 416 252 1520  
[www.womens-habitat.ca](http://www.womens-habitat.ca)

## **Women's Habitat of Etobicoke**

### **Job Posting**

#### **Outreach Services Manager**

#### **(Permanent Full-Time - 35 hours per week)**

**REPORTS TO:** Executive Director

**COLLECTIVE BARGAINING UNIT POSITION CUPE 3877:** NO

**DIRECT REPORTS:** Transitional and Housing Support Worker  
Housing Support Worker  
Women's Trauma Counselors  
Child and Family Trauma Counselor  
Young Women's Trauma Counselor

#### **JOB SUMMARY**

**Women's Habitat of Etobicoke** is looking for a full-time **Outreach Services Manager** who will work from a Trauma-Informed approach and be responsible for the development and implementation of community based program services, developing and maintaining community partnerships, supervising counselors and support workers.

#### **Program Management Responsibilities:**

- Apply Trauma-Informed, Peer Support and Sustainable Livelihood models
- Develop short and long term plans for program services to meet the identified needs of the clients and the overall organizational objectives
- Develop strategies to improve quality and quantity of programs and services
- Manage information by preparing qualitative and quantitative reports for the purposes of organizational planning and to meet funder requirements
- Monitor and evaluate programs and services, by ensuring effective use of computer reports and data collection for internal use and for funder and donor reporting requirements
- Provide consultation to individuals, businesses, government and community groups on the value of the Outreach services and programs
- Ensure the co-ordination of operations through staff meetings, case management, and outreach to other service organizations

#### **Administrative Responsibilities:**



140 ISLINGTON AVENUE  
ETOBICOKE, ON M8V 3B6  
**TELEPHONE** 416 252 7949  
**FAX** 416 252 1520  
[www.womens-habitat.ca](http://www.womens-habitat.ca)

- Ensure promotion of Access and Equity policies and procedures with staff and program clients
- Ensure regular group staff meetings
- Participate as a part of the management team and all aspects of yearly planning cycles
- Ensure statistical records are maintained and submit an annual report on the program with an analysis of trends to identify risks and opportunities
- Participate in Association Committees as required

### **Human Resources Management Responsibilities:**

- Collaborate with HR to hire and fulfill staffing requirements
- Ensure the implementation of the Collective Agreement
- Provide on-going leadership, support and direction to staff members and provide staff with day to day guidance and consultation on case management
- Responsible for staff performance appraisals, including regular supervision sessions, development of work plans, action plans, learning goals and addressing professional development needs
- Ensure the development and implementation of an annual professional development plan for staff members
- Plan and monitor the staff work schedule and cover for staff absences when required
- Ensure adequate levels of staff to meet program needs

### **Advocacy Responsibilities:**

- Develop and implement advocacy plans in alignment with the organization's mission, vision and mandate.
- Liaise and network with government, funder, community and sector partners to uphold women's rights and better outcomes for the clients we serve.
- Participate in sector networking committees.
- Collaborate with Human Resources on initiatives to make systemic changes in services to women.
- Participate in public speaking opportunities on housing, violence against women and women's issues as required.
- Participate in coalitions and partnerships relating to housing, and programs related to women's issues.
- Develop and maintain positive working relationships with local community agencies.
- Actively participate in sector related networks and working tables
- Respond to concerns and queries from neighbours and the community

### **Marketing and Communications Responsibilities:**

- Collaborate internally to develop and implement annual internal communication strategies, marketing plans to promote programs and services.



140 ISLINGTON AVENUE  
ETOBICOKE, ON M8V 3B6  
**TELEPHONE** 416 252 7949  
**FAX** 416 252 1520  
[www.womens-habitat.ca](http://www.womens-habitat.ca)

### **Financial Management Responsibilities:**

- Prepare and monitor the budget for Outreach Services in consultation with Finance and the Executive Director and actively participate in annual budget planning cycles with the management team.
- Ensure fiscal goals are met and in consultation with Finance and the Executive Director, prepare contingency plans when required.
- Anticipate and review community funding opportunities that might have an impact on current and future programming.
- Maintain financial records in accordance with funder requirements and agency policies, procedures and practices.
- Provide funder related reports to Finance.

### **Philanthropic Responsibilities:**

- Collaborate with Philanthropy department to develop and implement fundraising, philanthropic initiatives, annual fundraising and marketing plans.
- Provide program information to the Philanthropy department.
- Collaborate with Philanthropy to engage donors and other stakeholders in supporting Outreach programs.
- Collaborate with Philanthropy to develop processes and procedures to facilitate the intake and distribution of donations.
- Collaborate with Philanthropy to identify program volunteer needs, volunteer orientation and supervision.
- Collaborate with Philanthropy to prepare grants and proposals for additional funding opportunities

Assume role of Acting Executive Director when required

### **Qualifications and Experience**

- Demonstrated experience working within Trauma-informed delivery models, Peer Support and Sustainable Livelihoods.
- Undergraduate degree in Social Work or a combination of relevant education and experience.
- Minimum 5 years progressive management experience in the development, implementation and management of community based programs with a specific focus on working with women and children who have experienced violence.
- Minimum of 7 years experience working with a diverse group women and their children who have experienced violence.
- Minimum 5 years experience managing staff in a unionized environment.
- Experience chairing meetings, facilitating group processes.
- Experience writing proposals/submissions and maintaining budgets/statistical reporting.
- Experience with networking, building partnerships, public speaking and resource development
- Experience working within a feminist / anti-oppression framework.
- Sensitivity and awareness of cultural, racial, economic and socially diverse communities.



140 ISLINGTON AVENUE  
ETOBICOKE, ON M8V 3B6  
**TELEPHONE** 416 252 7949  
**FAX** 416 252 1520  
[www.womens-habitat.ca](http://www.womens-habitat.ca)

**Women's Habitat of Etobicoke** is a community-based, feminist organization providing vital support to self-identified women and their dependents who are survivors of violence and poverty. Our Emergency Shelter and our Outreach Centre offers a suite of services including group and individual counselling, parenting support and housing assistance.

Women's Habitat of Etobicoke is a unionized workplace. This position does not belong to a bargaining unit.