



Feeding hope. Changing lives.

Program Coordinator Job Description

Department: Programs
Branch: Women's Recovery & Housing
Location: 361 Heatley Street, Vancouver
Reports to: Manager, Women's Recovery & Housing

Job Summary:

As a member of the Sanctuary Supervisory Team, the Program Coordinator will oversee program staff working with the residents in the Sanctuary Program. You will oversee case management in the Sanctuary, the coordination of referrals from the community and coordinate wraparound support for residents. You will represent the Sanctuary residents by way of (coordinating the) advocacy, information and referral with our collaborative community partners. Resident activities and aftercare are included in your oversight. This position will also work closely with the Assistant Manager, Women's Recovery & Housing, who oversees Sanctuary Nest staff, to ensure good team coordination and resident care overall. You will have a primary voice speaking into program development and evaluation. You will provide trauma-informed, non-judgmental, woman-centred support, demonstrating the love of Christ. As a spiritual leader, you will be a role model for your team, and strive to enhance client care and services that are consistent with Union Gospel Mission's Vision and Core Values.

Main Duties and Responsibilities:

Leadership & Supervision (50%):

- Model Christ in word and deed.
- Provide supervision and support to team members by creating a safe place for them to debrief problems or critical incidents and receive counsel and support as appropriate. Refer to professional counselor and/or more senior manager when appropriate.
- Partner with the Sanctuary Supervisory Team in collaborative problem-solving; setting direction and determining how to handle complex and difficult issues with staff or guests, and ensuring timely follow-up on action items.
- Oversee UGM's wraparound model of care.
- Represent UGM in community professional meetings.
- Be part of the rotating schedule of Supervisors-On-Call.

Sanctuary Programs (40%):

- Develop and present new Sanctuary program ideas, goals, objectives and long-term planning initiatives to the Manager.
- Evaluate program effectiveness. Recommend and implement program improvements.
- Partner with outside agencies, government ministries, individuals and families including meetings on-site and off-site, as well as speaking engagements with regards to the wellbeing of the residents.
- Occasionally attend inter-agency meetings as required, including those involving external social workers, MCFD, VACFSS, Ritcher, Family Group Conference Planning, etc., and attend Sanctuary Mom's Group Meetings when necessary.
- Oversee all intakes and discharges by attending all intake interviews, and providing direction in all intake and discharge decisions.
- Provide consistent on-site supervision to the Program team, and provide necessary internal reporting.
- Ensure former residents are contacted to provide follow up care and support as well as the collection of statistical data, which shall be recorded in ETO.
- Implement de-escalation skills, including engaging in conflict resolution with residents.

- Assist in the development of growing initiatives with the aftercare program.
- Identify women who can provide media responses for Resource Development/Community Engagement.

Human Resources (10%):

- Orient, train, supervise, and conduct performance reviews of direct reports.
- Together with the Manager, Women's Recovery & Housing interview and make hiring recommendations to HR.
- Handle employee relations issues, up to and including recommending termination.

General:

- Adhere to all UGM published policies, practices and procedures, including Occupational Health and Safety.
- As part of our donor relations strategy, work closely with Resource Development staff to represent UGM well, including tours of the Sanctuary.
- Participate in UGM seasonal events (e.g. major meals).
- Perform other duties as assigned.

Knowledge, Skills and Abilities:

- Agreement with UGM's Mission Statement (see www.ugm.ca) and Statement of Faith.
- Personal knowledge and experience of the saving work of Jesus Christ.
- A degree in Social Work, Social Sciences, or Counselling. A Christian Studies degree as an asset.
- Minimum of 2-3 years of related work experience, ideally in a multi-ethnic and socially diverse community. Experience with Indigenous clients is an asset.
- Considerable knowledge and/or experience with Child Protection Services, including Child, Family, and Community Service Act, MCFD, and VACFSS.
- Ability to maintain a high level of confidentiality within the organization and its clientele.
- Experience dealing with complex matters.
- Minimum of 2-3 years of proven exemplary Supervisory experience.
- Valid Class 4 drivers' license preferred.
- Intermediate computer skills (Word, Excel and Outlook).
- Ability to identify and solve problems and follow through on initiatives.
- Ability to report when necessary to appropriate authorities and provide direction to staff.
- Willingness to complete UGM Non-Violent Crisis Intervention Course.
- Technical Competency—Trauma-Informed Care (Level 3): Help identify negative events that have impacted the client's functioning, and develop interventions that emphasize safety, choice, and personal control.

Behavioural Competencies:

- **Christ-likeness (Level 3)**
Demonstrate the love of Christ in word and deed by living out the values of the Gospel.
- **Leadership (Level 2)**
Help others achieve excellent results and create enthusiasm for a shared vision and mission, despite critical debate and adversity.
- **Effective Communication (Level 3)**
Provide verbal and written communication that builds trust, respect, and credibility, and includes active listening skills and non-verbal communication.
- **Collaboration and Network Building (Level 3)**
Identify and create external and interdepartmental interdisciplinary networks to support service delivery and achieve organizational objectives.
- **Interpersonal Rapport/Savvy (Level 3)**
Establish and maintain relationships with others based on mutual respect, trust, sensitivity, transparency, empathy, compassion, tact, and diplomacy.

- **Self-Care (Level 2)**
Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual, and emotional health.
- **Teamwork and Cooperation (Level 2)**
Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus-building.

Working Conditions:

- **Work Location**
Work is generally performed indoors, with up to 10% of the time spent outdoors in all types of weather.
- **Physical Requirements**
Work is generally sedentary in nature, but may require standing, walking or reaching for up to 50% of the time. Employee is required to look at a computer screen and use a keyboard for up to 30% of the time. Must be able to lift up to 35lbs occasionally. The employee is required to see, talk and hear.
- **Work Conditions**
Working environment is generally favorable. Lighting and temperature are adequate. Work is performed amid normal conditions of dust, odors, fumes, and noises. Occasional environmental exposures to cold, heat, and water. This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.
- **Hours of Work**
This position works primarily Monday to Friday 9 to 5. Occasional weekend or evening work may be required. Moderate overtime may be required.
- **Hazards**
Job requires frequent interaction with the public some of whom may be upset, abusive, and/or violent. Employee is required to hear information about clients' lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.
- **Other**
Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check and must submit a current Driver's Abstract.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities duties and skills required of personnel so classified.