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Manager, Men's Recovery Job Description

Department: Programs
Branch: Men's Alcohol and Drug Recovery
Location: 601 East Hastings, Vancouver
Reports to: Director, Programs

Job Summary:

The Manager, Men's Recovery, is responsible for overseeing all aspects of the men's Alcohol and Drug (A&D) Recovery team, including program development, operations and personnel issues that arise. You will be involved in discerning vision and designing ministry programs that utilize best practices and foster effective outcomes, as UGM develops into a respected leader in the field in BC and beyond. With both counselling and coaching expertise, you will provide wisdom and direction for the team.

As manager, you will establish branch policy and establish the team through hiring, training, and problem solving, fostering effective team and departmental relationships. You will facilitate excellent communication between the branch and other parts of the organization, as well as networking with other agencies.

You will be a spiritual role model and leader, nurturing healthy, vibrant branch culture and spiritual health, striving to enhance client care and services that are consistent with Union Gospel Mission's Vision and Core Values.

Main Duties and Responsibilities:

- Model Christ in word and deed.
- 10% - Oversee the overall direction and spiritual health of the branch as a spiritual leader, mentor and coach. Set the cultural tone of both grace and excellence.
- 15% - Lead in vision; innovation and the strategic planning of A&D programs, including Career Development. Develop, implement and present new program ideas and long term planning initiatives. Participate in ongoing monitoring and evaluation of program activities.
- 15% - Operate as a knowledge expert for the branch and UGM, providing expertise regarding addiction and recovery, recovery capital, recovery coaching, and mental health. Research best practices and maintain related field knowledge.
- 10% - Participate in collaborative problem solving with the A&D team and the Director of Programs. Ensure smooth functioning of the branch. Submit reports as required to the Director of Programs.
- 10% - Manage and implement branch budget; implement policies and procedures within branch.
- 10% - Oversee human resources for the branch, including hiring, firing and training. Conduct annual performance reviews on direct reports.
- 10% - Lead and facilitate staff meetings, team building, workshops and special events.
- 10% - Communicate and cooperate well with other departments. Support other program managers.
- 10% - Network with outside agencies, ensuring mutual support and cooperation.
- Adhere to all UGM published policies, practices and procedures, including Occupational Health and Safety.
- 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.
- Excellent knowledge of addiction and recovery. Expertise and significant experience in recovery coaching and recovery capital approaches.
- Master's Degree in Social Sciences, ideally Counselling, or in Theology. Alternatively, a Master's in Adult Education or Bachelor's degree from a recognized, fully accredited university coupled with a minimum of 5 years' experience working within an A&D recovery program.
- Excellent knowledge of alcohol & drug and mental health disorders and the ability to assess concurrent disorders. Addiction and recovery certification would be ideal.
- Experience in developing and implementing A&D programs.
- Clear leadership skills to lead the team, with supporting administrative abilities.
- Minimum 5 years' experience in a recognized Christian ministry preferred.
- A passion for caring for the marginalized and underprivileged.
- Strong Emotional Intelligence skills, such as interpersonal sensitivity and tact, influence, and negotiation ability with management and staff.
- Excellent English skills (verbal, reading and writing).
- Demonstrated ability to deal with highly sensitive and confidential material and situations.
- Intermediate computer skills (Excel, Word and Outlook).
- Complete 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:

- **Analytical Thinking & Decision-Making (Level 3)**
Gather, synthesize, and evaluate information to make well-informed, timely decisions with critical thinking and reasoning skills.
- **Christ-likeness (Level 4)**
Demonstrate the love of Christ in word and deed by living out the values of the Gospel.
- **Continuous Learning (Level 3)**
Identify and pursue opportunities to enhance professional performance and development in effective program delivery and excellent service.
- **Delivering Results (Level 4)**
Remain self-motivated and focused until the best possible results are achieved, with passion and persistence despite obstacles, resistance, and setbacks.
- **Developing Others (Level 3)**
Facilitate and motivate sustained learning, create learning opportunities and resources, and promote and respect needs for ownership of learning outcomes.
- **Leadership (Level 3)**
Help others achieve excellent results and create enthusiasm for a shared vision and mission, despite critical debate and adversity.
- **Organizational Awareness/ Stewardship (Level 3)**
Emphasize the need to act as one organization by aligning all actions with UGM's vision, mission, values, structure, and policies.
- **Teamwork & Cooperation (Level 3)**
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 within an office environment, with standard office equipment available.

- **Physical Requirements**
Work is generally sedentary in nature, but may require standing, walking or reaching for up to 10% of the time. Employee is required to look at a computer screen and use a keyboard for up to 90% of the time. 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. This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems.
- **Hours of Work**
This position works a rotation of day and evening shifts. Some weekend or evening work may be required. Moderate overtime may be required. Work is performed during the afternoon and evening.
- **Hazards**
Job requires frequent interaction with the public some of whom may be upset, abusive, and/or violent. Job requires working occasionally in unhealthy conditions, including exposure to bodily fluids, lice and bedbugs. 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.

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.