

# Job Posting

## #22.34 COMMUNITY CENTRE MANAGER

# 919 Pandora Ave.

**\*Please See Below for Shift Details\***

*This posting is open to all qualified applicants.*

Our Place Society (OPS) is an organization founded on progressive Christian values and principles. We work as a team to create a nurturing atmosphere of home and family, where all are welcomed. **A team approach is critical to living out our mission and values and to directing our work.**

### **Position Overview:**

Reporting to the Director of Services, the Community Centre Manager, is accountable for the day-to-day operations of the Community Centre; this includes overseeing all aspects of staffing, delivery of services, program development, evaluation, and quality assurance.

The Community Centre Manager will provide leadership to the Community Centre and will display a vision for the Community Centre moving forward. They will have a dynamic sense of community, hope and belonging.

The Community Centre Manager works across departments, supporting all aspects of the Community Centre and ensuring integration and seamless service including security, programming, housing, volunteering, and food services. The Manager will be only directly managing drop-in, hygiene, and security staff.

### **Duties and Responsibilities:**

#### ***Community Centre Services***

- Plans, organizes, controls, and directs the provision of Community Centre services, most notably drop-in, hygiene and front desk security.
- Ensures program delivery is consistent with Our Place vision.
- Monitors the services provided by staff and volunteers to family members, are consistent, of high quality, appropriate and caring.
- Ensures all staff are aware of critical incident report procedures and follow all health and safety policies and procedures.
- Attends and contributes to weekly management meetings.

### ***Community Centre Relations***

- Works collaboratively with all departments within the Community Centre to ensure communication, quality of service and programming are consistent with mission and values of organization.
- Act as a champion and contributes to the leadership of the Centre, modeling personal excellence and supporting staff to incorporate value-based decision making, adaptability, innovation, and initiative into their work.
- Works with Senior Management to build positive relations within the neighborhood, and other organizations through community building and engagement.

### ***Finance and Administration***

- With direction from the Director of Services, completes grant applications and other funding documents.
- With assistance from the Director of Services and Director of Finance, and as part of the team, develops and manages an annual Community Centre budget, including hygiene and front desk security.
- Compiles, maintains, and reports on program statistics.
- Analyzes trends in the program, identifies issues and recommends solutions to the Director of Services.

### ***Supervision***

- Leads hiring process for Drop-In, Hygiene and Security areas.
- Schedules staff
- Arranges for back-up/relief of staff as required
- Ensures payroll is completed regularly
- Ensures staff receives an orientation and are familiar with all health and safety, and other applicable policies and procedures.
- Ensures staff receive appropriate training (e.g., on-the job, workshop, conference, retreat, etc.) in accordance with Our Place standards.
- Supervises staff by providing direction, input, and feedback regularly as well as conducting monthly supervisions.
- Completes regular performance reviews in accordance with Our Place Standards.
- Implements all policies, procedures, and practices (human resources, health & safety, security, etc.) of Our Place Society.
- Supervises volunteers that are engaged in Community Centre activities, using established volunteer management practices.

Performs other related duties as required.

## **Qualifications:**

### ***Education and Experience:***

- Post-secondary education in a related field, i.e., human services, counseling, health, or education is a definite asset or equivalent experience.
- 5 years of managerial experience in a social services environment, preferably in a non-profit organization.
- Experience working with the homeless is desired.
- Experience working with First Nations is desired.
- Experience working in -and preferably managing – a Community Centre.

### ***Skills and Abilities:***

- Demonstrated ability to lead and manage employees by way of best practices in hiring, coaching, mentoring, training, and managing performance and attendance.
- Demonstrated ability to establish goals and manage competing priorities.
- Demonstrated ability to establish and maintain effective working relationships with a variety of internal and external stakeholders.
- Excellent leadership and team-building skills to and the flexibility to adapt to a rapidly and challenging environment.
- Demonstrated ability to provide a vision for the Community Centre and the ability to inspire others with that vision.
- Ability to work in a respectful and positive manner, dealing with people compassionately and tactfully.
- Have an in-depth knowledge of local community resources.
- Ability to problem solve and deal with conflict effectively.
- Excellent written and oral communication skills to deal with a broad range of professionals.

## **Working Conditions**

**Shifts:** Full time, Monday to Friday, with occasional evening and evening work.

**Compensation/Benefits:** Competitive salary commensurate with experience, excellent benefit package.

## **How to Apply:**

Eligible candidates are invited to submit a covering letter with their resume detailing their related background, experience and qualifications by 4:30 p.m. Friday, April 1<sup>st</sup>, 2022 to [careers@ourplacesociety.com](mailto:careers@ourplacesociety.com) or to Our Place Society, Attention Marion Hoadley, HR Director, 919 Pandora Ave, Victoria, B.C. V8V 3P4. Please quote “File #22.34 – **Community Centre Manager**” in the subject line.



Hope and Belonging

**Please note: All applications must have a cover letter to be considered.**

We appreciate your time and interest in the position. However, due to the volume of applications, only shortlisted candidates will be contacted.

Our Place Society is an equal opportunity employer. We value the diversity of the communities we serve and are committed to engaging and developing a diverse and inclusive workforce. Our Place Society welcomes applications from First Nation, Inuit, Métis, New Canadian, differently-abled, and LGBTQ2S communities.