



**YWCA**  
REGINA

A TURNING POINT  
FOR WOMEN  
UN POINT TOURNANT  
POUR LES FEMMES

1940 McIntyre Street  
Regina, SK S4P 2R3  
Phone: 306.525.2141  
Fax: 306.525.2171

ywcaregina@ywcaregina.com  
www.ywcaregina.com

## Outreach Manager

**Department:** Women's Housing

**Salary:** \$25.75/hour, \$50,212.00 per year

**Hours of Work:** 37.5 hours/week with some flexibility and on-call as needed (1 weekend every 4-5 weekends)

**Length of Employment:** Permanent

**Open to:** Internal & External applicants

The YWCA Regina exists to support and empower women, children and youth in addressing their diverse needs in the realization of their full potential, which benefits all. And further, it exists so that:

- Women, children and youth are safe, secure and free from abuse,
- Women, youth and children are empowered and supported in making healthy choices,
- Women, youth and children are making independent choices and are taking responsibility for their lives, and
- Women, youth and children work towards a better world for themselves and others.

### Position Description

Under the supervision of the Directors of Women's Housing, the Manager is responsible for overseeing all aspects of the day-to-day service provisions of the Rapid Re-Housing Outreach Team. They will create a positive work environment, and encourage a healthy team culture amongst program staff that enhances collaboration, with a respectful approach to challenging issues. In addition to providing support and guidance to the Outreach Team, the supervisor will also provide supports to women in the community as needed to alleviate caseload pressures of the team.

### **Responsibilities include:**

**Human Resources:** The Supervisor will foster a cohesive and effective staff team that work collectively to support clients. Specifically, they are responsible for:

- Providing day to day coaching, debriefing support, information, and guidance to staff
- Completing Accountability Agreements with staff and update annually
- Communicating personnel changes to the HR Coordinator (Payroll Authorizations, new hire forms, etc)
- In collaboration with the HR Coordinator, track employee sick/vacation time
- Advertising, interviewing, and hiring new staff when needed, in cooperation with Directors of Women's Housing and HR Coordinator



- Maintaining regular communication within the team, including leading weekly staff meetings, notifying staff of upcoming events, and connecting staff to the larger organization where possible
- Addressing and documenting personnel performance issues as they arise, and communicate regularly with Directors of Women's Housing about issues and plans for improvement. In the event disciplinary action is required (verbal or written warning), the Supervisor will work cooperatively with Directors of Housing to carry out the action, with the final decision and responsibility resting with Directors of Housing
- Identify staff training needs and work collaboratively with Director's and manager of training and development to plan and deliver training
- Developing schedules – ensuring hours of service meet the needs of women and children on the caseload and working with Coordinators to shift hours as needed
- Provide weekend on-call crisis management to the Women's Housing Department on rotation with all managers and directors of Women's housing. One weekend every 4-6 weeks

*Administration and Accountability:* With input and support from the necessary players, this position will coordinate and maintain the policies, systems and processes necessary to ensure the program is operating efficiently and effectively and is achieving desired outcomes. Specifically, she will:

- Maintain high quality service/programming informed by best practices in the field
- Look for opportunities to refine, improve, and expand service where possible
- Oversee efficient, effective, and trauma-informed data collection, with careful attention to requirements set out in funding agreements
- In cooperation with Directors of Women's Housing, meet all reporting requirements;
- Ensure a good working relationship with other departments of the YWCA and with outside agencies
- Attend relevant community meeting/events as requested
- Oversee the general maintenance and operations of the program
- Code, submit, and track receipts/invoices and ensure spending for both salary and non-salary expenses falls within the budget as provided by Director of Women's Housing
- Other duties that may arise in the operation of the program or the YWCA as requested

**Qualifications:**

- Demonstrated experience working with the complex needs of people experiencing homelessness, domestic violence, poverty
- Bachelor's degree in Social Work, Sociology, Social Justice or other human service field OR an equivalent combination of education and experience
- Strong managerial and organizational abilities, previous personnel management experience required
- Crisis intervention skills and mental health experience
- Strong leadership and clear understanding of teamwork
- Cultural awareness, and respect for women, children, and families of various backgrounds;
- Experience navigating systems and providing advocacy
- Knowledge of the non-profit sector and organizational development; and
- Understanding of human resources standards and processes

**To apply:** Please submit resume and cover letter including three professional references with Email and phone contact to Samantha Soriano-Hale, Director of Kinship and Program Development Women's Housing, [samanthas@ywcaregina.com](mailto:samanthas@ywcaregina.com) or fax 306-525-2171 or drop off/mail to 1940 McIntyre St, Regina, SK, S4P 2R3 by May 6, 2021.

Note: For those that have applied before, we would appreciate if you do not apply a second time as your resume has been collected and is being looked at.