

## EMPLOYMENT OPPORTUNITY

The Salvation Army  
BC Division

Internal and External Posting

**POSITION:** Residential Services Manager – NON UNION

**FACILITY:** Ocean Crest Ministries/Evergreen Shelter  
Campbell River, BC



*The Salvation Army exists to share the of Jesus Christ, meet human needs and be a transforming influence in Campbell River, Port Hardy and the surrounding communities.*

Every position contributes to the spiritual and social services mission of The Salvation Army.

### JOB PURPOSE:

The Residential Services Manager provides holistic leadership to all shelter programs let by The Salvation Army in Campbell River, including the Emergency Shelter, Extreme Weather Shelter and The Evergreen Apartments in accordance with The Salvation Army mission, values and standards.

### CHARACTERISTIC JOB DUTIES:

The incumbent is responsible for the following range of job duties characteristic, or typical of the job class:

- Serves as a leader for all The Salvation Army sheltering program operations in Campbell River
- Serves as a Community Housing Liaison between community groups and the Ministry Unit.
- Serves as the designate Training Manager for Ocean Crest Community Ministries
- Serve as an active member of the Senior Management Team for The Salvation Army Ocean Crest Ministries. Participate in other meetings and committees as needed.
- Oversee maintenance of Sheltering Policies & Procedures in compliance with Accreditation Standards of The Salvation Army and adjust or develop as required, with approval from Corps. Officer
- Ensure all written reports for government purposes as well as for The Salvation Army are completed accurately and in a timely manner
- Understanding of The Salvation Army Policies and Procedures
- Understanding of The Collective Agreement between The Salvation Army Ocean Crest Ministries and the BCGEU
- Ensure objectives of contracts with BC Housing and Vancouver Island Health Authority are being met.
- Directly responsible for Staff and Volunteers recruiting, training, orientation, evaluation and discipline.
- Ensure challenges are reviewed and resolved ( this includes staff and volunteers )
- Review, approve and submit staff timesheets to Finance Administrative Assistant
- Oversea day to day operation of Evergreen Apartments and Evergreen Emergency Shelter
- Direct Responsibility for monitoring and building budgets for Shelter Programs.
- Responsible for Ocean Crest Staff Training program and development for all employees.
- Chair monthly staff meetings and individual meetings with Staff ( PEAC )
- Be available on call to shelter staff (24/7 operation) sharing on call duties which may involve contact after hours and weekends.
- Ensure properties are maintained properly, including both sort and long-term strategies for facilities.
- Participate in various Community Housing Network groups
- Oversee Occupational Health and Safety for all shelter staff and volunteers in conjunction with the Ocean Crest Safety Committee.
- Relieves the Community Ministries Program Supervisor in developing programs that will assist shelter guests

in moving towards obtaining long term housing.

- Develops leads and arranges training for all shelter team members, as well as other Ocean Crest team members where possible. This will record keeping for training courses and certificates.
- Ensure Volunteers are properly oriented, trained and supervised for shelter programs.
- Other duties as required
- Provides visibility for The Salvation Army by maintaining positive relations within the community through Housing Network Committees and good neighbor program at Evergreen Shelter
- Serves on the Occupational Health and Safety Committee-Management Representative.
- Ensures there is a unionized shelter representative to serve on the Joint Occupational Health and Safety Committee as Union Representative
- Develops and monitors health, safety and environmental procedures and ensures that all staff is aware of procedures and are trained.
- Implements appropriate safety and security procedures as necessary and ensure the Health and Safety Manual is current.
- Develops and monitors emergency procedures and ensures that all staff are aware of procedures and are trained. Conducts and documents periodic fire drills.
- Directly responsible for the hiring, orientation, training, evaluation, recognition, discipline and termination in concert with Territorial/Divisional standards and Collective Agreement; submits and acts on incident reports; deals with complaints, with approval from the Corps Officer
- Actively participates in interviewing potential employees along with Employee Relations Designate.
- Provides direction and supervision to all shelter team members, including annual performance reviews ( PEAC)
- Maintains EMS (Environmental Management System) for shelter operations by ensuring goals and targets are being met.

**MINIMUM EDUCATION LEVEL ATTAINED:**

The successful job applicant will have completed up to two (2) years of Community College.

NOTE: An alternative level of education and experience may be acceptable.

The successful applicant will hold/have:

1. Food Safe Level I
2. First Aid level 1 Certification
3. WHIMIS Training/ Universal Precautions
4. Non-violent Crisis Intervention
5. Fluent spoken and written English
6. Valid Driver's license and clean driver's abstract
7. Criminal Record Check
8. Excellent team and interpersonal skills
9. Able to handle physical demands, which include lifting/carrying of items more than 20 pounds.
10. Immunization for Hepatitis B and vaccination against Tuberculosis are suggested.

**MINIMUM PRIOR RELATED EXPERIENCE:**

The incumbent must have the following experience before hire:

At least three years of prior related experience, including experience in a wide range or social services programs, managing people and resources, managing a unionized setting and communication orally and in writing with government officials and/or funders.

**SALARY/GRADE: The Salvation Army pay band 6**

**TERMS: 37.5 hours per week based on Monday to Friday 8:30 – 4 pm – flexibility an asset**

Interested applicants must respond in writing by June 17, 2019 to :

Please send resume and cover letter to:

Patricia Roed

Fax: 250-287-3729

**Or email to: [patriciaroed@oceancrestchurch.org](mailto:patriciaroed@oceancrestchurch.org)**

We thank all applicants, however, only those candidates to be interviewed will be contacted.

**PLEASE NO PHONE CALLS**