**Hamilton-Wentworth Chapter of Native Women Incorporated**

**c/o Hamilton Native Women's Centre**

**Job Title: Director of Programs and Services**

The Hamilton-Wentworth Chapter of Native Women's Incorporated, operating as the Hamilton Native Women's Centre (NWC) is an Indigenous lead, not for profit organization, providing a secure and empowering environment for women and children fleeing domestic violence/gender-based violence/intimate partner violence, suffering from homelessness, and/or human trafficking.

We are culturally based and committed to creating positive outcomes for Indigenous women and their children. As a staff member of the Hamilton Native Women's Centre, you will have an opportunity for professional growth and access to traditional ways of being and knowing. We strive to uphold pre-colonial management and policy structure, while being supportive and maintaining a positive work atmosphere.

**Department:** Leadership, Management, Supervision and Mentorship

**Reporting to:** Executive Director

**Primary Purpose of Role:** Leadership, Management, Supervision and Mentorship

Working from an anti-racist, anti-oppressive, trauma informed, and intersectional feminist framework, the Director of Programs and Services will work closely with the Executive Director, the Human Resource Manager and Payroll Specialist, Manager of IPV/GBV/VAW Programs and Services, Manager of Outreach Programs and Services, the Manager of Transitional Living Programs and Services and the Maintenance department to provide oversight, direction and management to ensure the safe and effective daily operation of all the programs and services in keeping with the organization's mission, vision and values.

**Job Duties and Responsibilities:**

<u>Leadership Management</u>

- Supervise Program Managers and Maintenance Department providing strong leadership and encouraging effective team-based working relationships. Provide direction and leadership to students and volunteers.
- Responsible for ensuring staff operate in accordance with NWC policies and procedures, and all applicable laws, by-laws, rules, regulations, and Acts pertaining to transitional/residential services and child welfare legislation while maintaining an appropriate professional relationship.

- Collect staff input and direction on service delivery, program and agency issues and opportunities for improvement.
- Ensure consistent flow of information throughout team keeping staff informed of program and agency developments.
- Resolve any problems among staff, volunteers or clients.
- Monitor staff and leadership job performance including performance evaluations, reviews and any disciplinary action or terminations as required.
- Responsible in assisting the Human Resource Manager and Payroll Specialist for hiring, orientation, training and scheduling of leadership and staff team.
- Acts as emergency backup for leadership in day-to-day operations.
- Developing expanded partnerships to support a broader systematic approach to addressing Intimate Partner Violence, Gender Based Violence, Violence Against Women, Homelessness and Trafficking.
- Represent Native Women's Centre at various committee tables.
- Collaborate on the design and implementation on the delivery of any new models of healing.
- Translate strategic goals into practical actions and support all levels of staff to achieve the same.
- Manage activities within the budget and productivity goals.
- Assist in ensuring that staffing meets client needs in a fiscally responsible manner.
- Develop an annual workplan that outlines priorities, objectives, goals, timelines, etc. in collaboration with the Executive Director.
- Statistical Reporting
- Developing and implementing coordinated access, including establishing operating structures and developing privacy tools (for example, data management protocols, data sharing agreement, consent form) for coordinated access.
- Develop and revise policies and procedures and monitor adherence to them.
- Perform related duties as assigned, by the Executive Director.

**Level of Responsibility:** Leadership, Management, Supervision and Mentorship (Medium-High)

## Required Qualifications

1. Education
   - Minimum requirement-2 to 3 year Diploma in Social Service Work, Community Justice Worker, Concurrent Disorders or related field
   - Preference for degree in Social Work, Women's Studies, Indigenous Studies or related field

2. Work Experience
   - Possesses a minimum of 3 to 5 years of Leadership, Management, Supervision and Mentorship experience in a related field.

3. Knowledge, Skills & Abilities
    - Knowledge of and experience working with a range of issues impacting youth, women and children including homelessness, violence against women and children, gender based violence, human trafficking, poverty, mental health, addiction / substance use and harm reduction.
    - Demonstrates cultural competency including awareness, knowledge and understanding of the impacts of colonialism and systemic issues.
    - Experience working in a shelter environment or outreach setting is an asset
    - Excellent crisis intervention skills
    - Excellent time management and organizational skills
    - Excellent interpersonal skills
    - Excellent verbal and written communication skills
    - Committed to upholding the organization's mission, values and standards
    - Fluency in an Indigenous language is an asset

**Working Conditions**: Crisis Environment (Shelter, Transitional Living & Outreach Programs and Services)

- 40 hours per week, schedule flexible to meet the demands of the programs and services
- On-Call Rotational Schedule Work
- Physical and Sensory Demands-High
- Physical Environment & Stress Factors-High

**Hiring Requirements:**

- Valid class G licence, own vehicle an asset
- Police Vulnerable Sector Check-must be provided upon 30 days of hire and every two years afterwards
- First Aid / CPR / AED Certification
- WHMIS Certification
- Joint Health and Safety Certification
- Food Handlers Certification
- ASIST Certification
- Naloxone Certification
- Safe Space Training

**Wage Range**: $40.00 / hour

All interested applicants should apply to: hr@nativewomenscentre.com

Please be advised we only contact applicants who are selected for an interview. Indigenous Applicants preferred.