Hamilton-Wentworth Chapter of Native Women Incorporated

c/o Hamilton Native Women's Centre

Job Title: Manager of Outreach 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 Manager of Outreach Programs and Services will work closely with the Executive Director, the Director of Programs and Services, the Manager of IPV/GBV/VAW Programs and Services, Manager of Transitional Living Programs and the Manager of Healing and Wellness to provide oversight, direction and management to ensure the safe and effective daily operation of the outreach department in keeping with the organization's mission, vision and values.

Job Duties and Responsibilities:

- Provide management and oversight of all Outreach Programs and Services, completing site visits and mentorship
- Ensure that all programming and services offered at Native Women's Centre incorporates Indigenous culture and access to traditional medicines
- Work in collaboration with the leadership team regarding job postings and interviewing of staff members
- Provide orientation, training and supervision to staff, students and volunteers in the Outreach Programs and Services at Hamilton Native Women's Centre in accordance with internal policies and procedures, relevant legislation, and existing cross sector protocols

- Report to the Executive Director or designate on the progress of Outreach Programs and Services by providing weekly detailed updates at management meetings, monthly statistical reporting and quarterly reporting
- Participate in on-call rotation providing consultation and support to staff on shift in a 24/7 setting
- Participate in the planning, development and evaluation of Outreach Programs and Services in collaboration with the Executive Director or designate
- Ensure the provision of quality supports and services including Hamilton Native Women's Centre policy and procedure development in accordance with organizational policies and procedures, MCCSS Shelter Standards, all relevant legislation and cross-sector protocols
- Work in collaboration with the leadership team to implement integrated anti-oppressive anti-racist advocacy-oriented, person-centred and trauma-informed services including individual and group supports
- In collaboration with the leadership team, participate in staff development, including capacity building and performance management
- Ensure keeping of systematic records, including accurate service user files and relevant statistics, for all Outreach Programs and Services and provide reports in consultation with the Office Administrator as required
- Attend sector committee meetings within the Violence Against Women and women's homelessness sectors in Hamilton, as approved by the Executive Director or designate and report-back at management meetings and provide updates in staff meetings
- In consultation with the Executive Director or designate, develop, identify, and communicate trainings, public speaking engagements, or any other events requiring Native Women's Centre staff attendance
- Manage all Native Women's Centre Serious Occurrence Reports and Incident Reports, ensuring completion of Investigation, and review sections prior to submitting to Executive Director
- Act as a certified member of the Joint Health and Safety Committee and participate in required meetings, trainings and workplace inspections
- Work safely, identify and report any health and safety concerns, and always follow Native Women's Centre workplace health and safety policies and procedures
- Additional duties as required to ensure the continuation of service delivery

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

Required Qualifications

1. Education
    - Minimum requirement-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)

- Monday to Friday, 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:

- Class G Licence (required) & Vehicle (preferred)
- 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: $30.00 / 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.