

Project SHARE is currently accepting applications for the full time, permanent position of Client Services Manager.

Reporting to the Executive Director, the Client Services Manager is a member of our leadership team, responsible for managing the Client Services department ensuring a client-centred approach to service delivery. This role calls for a passionate, purpose driven, collaborative leader who is not afraid to roll up their sleeves, dive into complex challenges and contribute to a high performing team working towards a future where none of our neighbours go hungry.

## **JOB DUTIES & RESPONSIBILITIES**

### **Client Service Management:**

- Daily supervision, support and coaching of client service staff
- Work within program guidelines and budgets to ensure delivery of consistent, client-centred service
- Respond to client concerns, address barriers and de-escalate conflict
- Provide leadership in the development, monitoring and evaluation of client services, engaging those with lived experience and adapting services as needed
- Lead regular department meetings, participate in staff and leadership team meetings
- Management of client service database including exporting statistics and creating reports
- Participate in meetings, workshops and networks as applicable within the community
- Contribute to a positive, inclusive service environment ensuring agency code of conduct, mission, vision and values are upheld
- Maintain up to date information on community services to assist with client navigation of community supports
- Facilitate case conferencing with fellow service providers as needed to support clients through warm transfer of service and wraparound supports
- Advocate on behalf of clients for additional supports and long term solutions to food insecurity and homelessness prevention
- Oversee the Housing department in the absence of the Housing Services Manager

### **Human Resource Management**

- Contribute to the development and implementation of policies and procedures
- Participate in the recruitment, selection and ongoing training of new hires
- Work with Executive Director to deliver annual performance reviews
- Lead by example adhering to Project SHARE policies and procedures, and applicable legislation such as the Human Rights and Employment Standards Acts
- Coordinate the Social Service Worker student placement program, providing supervision, guidance and mentorship to placement students

- Provide leadership, guidance and support to all agency staff and volunteers as a member of the leadership team
- Oversee the agency operations in the absence of the Executive Director and Operations Manager

### **EDUCATION & EXPERIENCE**

- At least five years 'experience delivering community-based services to vulnerable populations.
- Post-secondary education in social services or the equivalent combination of education and related experience
- Mental health and addictions training would be an asset
- Vulnerable Sector Police Clearance certificate required

### **KNOWLEDGE, SKILLS & ABILITIES**

- Passion for mission driven work in poverty alleviation, food security and homelessness prevention
- Demonstrated leadership and management skills
- Ability to adapt, multi-task and meet regular deadlines
- Proven conflict resolution and de-escalation skills using a trauma informed approach
- Ability to work independently as well as part of a team
- Proficient in Microsoft applications, database programs, record keeping
- Must possess excellent organizational, task-management and decision making skills
- Demonstrated capability to effectively communicate orally and in writing
- Experience in conducting performance appraisals, training and orientation, and policy development
- Strong organization and planning skills
- Candidates must demonstrate commitment to advancing equity, diversity, inclusion and accessibility and to upholding the integrity of Project SHARE's mission, vision and values

### **WORKING CONDITIONS:**

- Full time, position with regular in office hours of 8:30am-4:30pm
- Additional hours may be required, as well as occasional work in community

Project SHARE offers a competitive compensation package commensurate with experience.

Interested candidates should send their application to [pam.s@projectshare.ca](mailto:pam.s@projectshare.ca) This posting will remain open until a suitable candidate is found, and early application is encouraged.

Project SHARE is committed to an inclusive, accessible and welcoming hiring process that provides reasonable accommodation to all applicants. Please contact us should you require any accommodation to participate in this posting, recruitment, selection and/or assessment processes.