



Program Coordinator, Residential Services (Internal and External)

ABOUT COOL AID

Homelessness touches many lives. Cool Aid staff are characterized by their compassion, professionalism, and commitment; our reputation and the quality of our services are due to the dedication of our staff. Working as part of the Residential Services Team, you will be overseeing and support tenants, staff and operations at Cool Aid housing sites.

All candidates please submit **cover letter and resume** in confidence to Rhianna Hayes, 101-749 Pandora Avenue, Victoria, BC, V8W 1N9 or email hire@coolaid.org. **Please note, while we would like to connect with everyone interested in this position only applicants chosen for interviews will be contacted.**

Job Title: Program Coordinator, Residential Services	Vacancy Status: Permanent
Benefits: Eligible for employer paid benefits, including pension plan, medical service plan, health and dental plans. Four (4) weeks' vacation per annum, prorated depending on start date	Salary: \$63,360.00 to \$70,400.00
Hours of Work: 40 hours per week	Days: Sunday - Thursday

Job Summary
Reporting to the Manager, Housing Services the Coordinator works collaboratively to support strong, consistent, and cohesive housing teams and services. The coordinator works closely with the manager to supervise Team Leaders, and to monitor, coordinate, and ensure the effective delivery of day-to-day operations for assigned buildings.

The Coordinator ensures that the flow of information and communication is timely and organized and works in a highly collaborative manner with the Residential Services management team to provide the guidance and support that will help our staff and residents succeed. The Coordinator is able to function independently while managing concurrent tasks and deadlines on an ongoing basis.

A **major leadership requirement** of the position is to effectively support staff in the provision of services that align with the Society's vision, values, and guiding principles, particularly through the lens of our clients and community partners.

Education
Baccalaureate degree in related human services, a business field, or a combination of training and experience.

Experience
More than three (3) to five (5) years' experience within a not-for-profit community social services context as well as minimum of two (2) years progressively senior leadership experience within a multi-service complex organization.

Demonstrated knowledge of principles and practices in the following areas: client/resident relations, performance development, conflict resolution, personnel recruitment, community development, and contract reporting. Ability to implement and supervise program special projects.

- Skills and Abilities**
- Effective interpersonal and leadership skills
 - Excellent knowledge of best practices and resources around mental health and addictions
 - Excellent knowledge of supportive housing and/or emergency shelter regulations, service delivery models and community collaboration
 - Effective collaboration with internal and external stakeholders to evaluate programs/services considering client needs, service delivery interrelationships and service potential within a complex environment
 - Demonstrated ability to effectively organize and prioritize work in a continuously changing environment, to identify variances and implement strategies to achieve desired outcomes
 - Ability to apply collaborative and systems approaches to addressing issues management utilizing critical thinking, problem solving and decision making skills
 - Ability to supervise within a unionized environment
 - Ability to coordinate program services within available resources, including the ability to adapt and modify staffing deployments
 - Ability to effectively employ human relation skills including conflict resolution
 - Ability to contribute to the professional and organizational vision as it pertains to program planning and reporting
 - Demonstrated commitment to teamwork, collaborative practice and lifelong learning
 - Demonstrated ability to facilitate change
 - Ability to operate related equipment, including a computer utilizing a variety of software applications
 - Physical ability to perform the duties of the position.