



## **Job Description**

### **Job Title: Housing Team Leader**

Department: Housing

Classification: Part Time or Full-time, starting wage \$27.74-29.92/hr depending on experience

Reports To: Executive Director

#### **1. Job Summary**

The AWHK Housing Team Leader will work with the Executive Director and the AWHK team to ensure that AWHK Housing Programs are youth-focused, innovative, sustainable and effective. This position provides guidance and oversight to ensure that AWHK housing is serving youth in the best ways possible while strictly following policies and procedures. Housing Team Leaders provide employee and program support for AWHK housing projects including Scattered Sites and Katherine's Place.

HOURS: Full-Time, M-F, May require On-Call after hours, weekends, evenings, or overnight shifts. This job takes place on site and does not provide any work-from home options.

#### **2. Key Duties & Responsibilities**

- a) Administration
  - Maintenance & review of housing related documentation such as case notes, communications logs, equipment inventories, incident reports, chore and task lists, and other internal and external reporting documents.
  - Monthly reporting including relevant statistical and evaluative summaries.
  - Attend, organize and coordinate regular staff/team meetings, and meet with housing staff on a regular basis, ensure that the expectations of their roles are being met.
  
- b) Personnel
  - Support 3-4 Staff to serve youth in trauma-informed ways to meet their goals and move through the program
  - Work with the Executive Director to address issues of staff recruitment, retention and professional development.
  - Ensure all housing team members follow AWHK personnel policies and operating procedures.
  
- c) Financial
  - Operate programs within the approved budget and ensure that financial procedures are followed
  - Work with staff to maintain the necessary financial documentation.

- Submit budget recommendations to the Executive Director for consideration in the annual budget.
- d) Programming
- Assist staff in monitoring youth Wellness plans and progress.
  - Assist staff with crisis management.
  - Support with moves in/out along with the AWHK team.
  - Support youth directly when required.
  - With the participation of the team members, present recommendations for program changes or development to the Executive Director.
- e) Community Liaison
- Maintain current information about relevant community agencies/services.
  - Attend *Wrapforce* meetings, and assist the Housing Coordinator to maintain accurate *Wrapforce* records when required.
  - Represent AWHK at community meetings as required by the Executive Director.
- f) Professional Development
- Participate in professional development opportunities, and an on-going job performance evaluation process with the Executive Director.

### **3. Qualifications**

- Degree or Diploma in Social Work, Counselling, or related field with minimum 2 years leadership experience in social housing or housing programs.
- Proven experience managing a team, great communication and administrative skills, formal HR training as asset.
- Proven experience working with youth in a trauma informed way to address experiences of homelessness, substance-use, and mental health challenges. Ability to engage youth and build strong relationships.
- Comprehensive knowledge of youth related community resources and referral processes.
- Demonstrated conflict resolution and verbal de-escalation skills.
- All relevant certifications including: First Aid/CPR-C, Opioid Overdose Response, ASSIST or Safe Talk, Non-Violence Crisis Intervention.
- Valid Drivers License, clean driver's abstract, and reliable transportation
- Ability to support youth who have a variety of pets.

### **4. Skills & Abilities**

- Proven ability to work as a team member and capacity to take initiative to independently carry out the tasks associated with the role
- Demonstrated ability to communicate effectively with clients, co-workers, and people in the community
- Respectful, empathetic, non-judgmental attitude to clients and colleagues

- Physical ability to carry out the duties of the position
- Ability to organize and prioritize
- Ability to analyze and resolve problems
- Ability to be flexible to meet the needs of a demanding work environment
- Ability to assist colleagues and clients to deal with crisis situations competently
- Understanding of adolescent development, residential living, growth toward independence
- Excellent interpersonal communication skills
- Understanding and commitment to youth participation and empowerment

Reviewed by: \_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

Reviewed On: \_\_\_\_\_  
Date