



# Support Services Manager

<b>Reports to</b>	Executive Director
<b>Direct Reports</b>	Cultural & Projects Coordinator, Community Support Advocate, Counsellor x 2, Hub Coordinator, Practicum Students

## Position Summary

The Support Services Manager is responsible for overseeing OUTSaskatoon's support services arm of service delivery including counseling, support groups, COVID emergency response and drop-in programming, and contract front-line support services positions. As well as working alongside the Pride Home Coordinator to oversee Pride Home, OUTSaskatoon's 2SLGBTQ youth group home.

## Representative Duties (including but not limited to):

1. Works with the Leadership team to recruit, onboard, supervise, and evaluate direct reports
2. Ensures that Pride Home and all support services are responsive to the needs of the community and that they satisfy required outcomes as defined by funders, sponsors, and OUTSaskatoon's Strategic Plan.
3. Provides on-call support in evening and weekend hours to Pride Home.
4. Supply phone-line and drop-in peer counselling, referrals and information services as needed.
5. Prepares and/or coordinates contracts for reports, training programs, and training materials, as needed for Pride Home and Support Services staff.
6. Manages the delivery of OUTSaskatoon's overall support services activities including counseling, support groups, COVID emergency response and drop-in programs.
7. Oversees drop-in scheduling, activities, and supplies.
8. Writes funding proposals and regular reports for the funding sources within the position's purview (United Way, CIF, and others as they arise). Participates and guides effective evaluation of related projects. Participate in evaluation activities related to position and overall grant reporting requirements
9. Monthly statistical record-keeping and reporting and performance of other duties as assigned.
10. Develop strong collaborative working relationships with community service providers
11. Participate in key events put on by OUTSaskatoon (Pride, GLITTER, AIDS walk, etc.)
12. Participate in evaluation activities related to position and overall grant reporting requirements

## Accountabilities

Outcomes/Results	Standards to Follow
<ul style="list-style-type: none"> <li>● Effective, inclusive, intersectional, and accessible Support Services programming.</li> <li>● Assigned projects managed and completed.</li> <li>● Assist with the smooth operations of Pride Home in tandem with the Pride Home Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>● Timely, organized, and professional.</li> <li>● Confidential treatment of all information and materials.</li> <li>● Collaboration as required to complete assignments.</li> <li>● Focus on productive working relations with all co-workers.</li> <li>● Prompt communication of issues of importance or concern to the supervisor.</li> <li>● Setting priorities for own work and meeting deadlines.</li> <li>● Compliance with all relevant legislation, regulations, policies and procedures.</li> </ul>

### Education & Experience

A Bachelor of Social Work (BSW), Bachelor of Indian Social Work (BISW) or an equivalent certificate (Certified Indian Social Worker - CISW or Certified Social Worker - CSW). Relevant lived and work experience considered highly valuable. Up-to-date First Aid and CPR training, ASSIST, PART, and other relevant training courses are an asset. At least one year of management or supervisory experience. Extensive knowledge of issues impacting Two Spirit, Trans, and Queer people and BIPOC communities is essential. A valid driver's license and proficiency in software applications used in typical work environments. Criminal Record Check with vulnerable sectors clearance required.

### Effort

- Responsibilities are complex and require extended effort.
- Handles a significant supervisory load.
- Problems are addressed by using sound judgment, thinking strategically, and relying on the advice and feedback from colleagues.
- Experiences interruptions at peak periods and works to specific timelines and expectations.
- Often experiences high volumes of work and/or unanticipated deadlines.
- Dealing with difficult human circumstances and emotions occurs on a regular basis.

### Working Conditions

- OUTSaskatoon's work environment strives to be an anti-oppressive and trauma-informed organization that practices harm reduction throughout all our services.
- This position is office based, working closely with our emergency services hub team
- Evening and weekend work is required for events and programming related to position
- Navigating complex problems and decision making is required
- Light physical duties may be required, dependent upon candidates abilities.
- Travels within the city and occasionally within the province.