



Canadian Mental
Health Association
Sudbury/Manitoulin
Mental health for all

Association canadienne
pour la santé mentale
Sudbury/Manitoulin
La santé mentale pour tous

COORDINATOR, RESIDENTIAL SERVICES

INCUMBENT: TBC

REPORTS TO:

Manager, Community Development and Housing

PROGRAM: Housing

APPROVED BY: Director, Programs and Planning

DATE APPROVED/REVISED: April 2020

HOURS: 35 hours/week

POSITION SUMMARY:

Reporting to the Manager, Community Development and Housing, the Coordinator, Residential Services is responsible for the oversight of residential programs and activities of the Residential team.

The Residential Coordinator will be required to work week days, evenings and weekends as required.

ESSENTIAL JOB RESPONSIBILITIES:

- **Program Coordination**

- Develop and maintain program standards, procedures and outcomes for the residential programs.
- Manage vacancies and referrals to the programs to minimize wait times for service.
- Review and update program forms, templates and care plans as required.
- Assist staff with resolving tenant issues and escalate to Manager as required.
- Review documentation and care plans. Provide feedback and guidance as required.
- Ensure timely case notes are completed for tenants in client database.
- Oversee tenant information and ensure it is updated and maintained in client database.
- Ensure OCAN, consent forms and support plans are completed by staff.
- Review program outcomes, performance metrics and statistics.
- Work collaboratively with community partners to implement supports that improve tenant health and housing outcomes. Liaise with tenant supports and family members to provide support for tenants.
- Submit regular program reports to the Manager.

- **Team Coordination**

- Provide guidance, direction, mentoring and problem solving to staff.
- Direct operations of the team by scheduling staff hours, approving time off requests, assigning and monitoring work, gathering resources and implementing productivity standards.
- Oversee activities of staff, vendors and suppliers by monitoring contracts for compliance and control costs.
- Maintain and update staff schedule.
- Provide coverage for Residential team and Leadership as required



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- Identify team and individual learning needs; coordinate training for staff.
- Post job vacancies, participate in interviews and provide feedback to the hiring committee.
- Develop orientation plans, schedule orientation session items as needed and conduct new hire orientations.
- Ensure regular communication with staff and Manager.
- Conduct supervisions, goal planning and annual performance reviews with staff.
- Escalate staff issues to Manager as needed i.e. attendance or performance issues.
- **Other**
 - Approve one-time purchases within the defined scope for the team and/or program through a purchase order process.
 - Provide On-Call support from 4:30pm to 8:30am, 4-8 weeks per year.
 - Maintain quality-assurance activities by reviewing and evaluating program objectives.
 - Internal and external committees support may include: being an active participant and/or lead on committee(s), preparing meeting agendas and distributing meeting minutes; and implementing and following up on action items.
 - Ensure monthly, annual and other required reporting documentation are completed.
 - Maintain Agency's values, vision and mission by ensuring that clients' rights are respected and that all programs and activities meet legislative requirements, policies and procedures, funding body criteria, and professional and Branch standards.
- **Qualifications**
 - Completion of a bachelor's degree in health, social services or related discipline.
 - Registration, in good standing, with a regulating professional body (e.g. OCSWSSW) is required; or Certification, in good standing, with a professional certifying organization* within health or social service fields (e.g. CPRRP from PSR Canada).
 - Minimum of 3 years' experience working in mental health and substance use field required.
 - 2 years supervisory experience strongly preferred. Experience within housing programs is an asset.
 - Fluency in English is required. Fluency in French is an asset.
 - Advanced proficiency with Microsoft Excel required.
 - Reliable vehicle required.
 - Certified Health Executive (CHE) designation preferred.
 - Knowledge of: Mental Health Legislation, Mental Health Policy, Residential Tenancies Act, Landlord Tenant Board proceedings, Occupational Health & Safety Act, Ontario Human Rights Code and Privacy Legislation.

*Organization must have a written code of ethics, core values and standards that are consistent with those of CMHA-S/M. Certification must require members to meet a core set of competencies, have a requirement for continuous learning to maintain certification and be approved by CMHA-S/M.



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JOB SPECIFIC COMPETENCIES

The following competencies are required for this position:

Teamwork and Collaboration	Expresses positive expectations of others in terms of their abilities, expected contributions and responsibilities. Speaks of team members in positive terms. Is looked to by team members as a valuable source of information.
Integrity	Upholds clear ethical standards that are broadly respected within the agency and with outside partners. Holds self accountable for professional behaviour. Is able to make thoughtful judgements and reasoned decisions when ethical standards are in conflict.
Leadership	Makes sure the team has the required tools to get the job done. Defines roles and responsibilities of team members and holds them accountable. Involves team members in soliciting ideas or suggestions.
Planning, Organizing and Coordinating	Develops operational plans and provides contingencies. Establishes measures to assess progress against the plan. Adjusts the plan appropriately and takes initiative to follow through rather than wait for problems to arise. Recognizes problems, takes corrective/preventive action and keeps people informed of plans, progress and decisions.
Listening, Understanding and Responding	Listens and responds to people's concerns by altering own behaviour in a helpful manner. Is genuinely sensitive to underlying messages especially where thought, feelings or emotions are poorly expressed. Can see things from another person's perspective, anticipate reactions and respond accordingly to achieve resolution.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization