

Program Manager at SORCe

For over 50 years Distress Centre has served Calgary and Southern Alberta, providing 24-hour crisis support, information, and resources at no cost. Distress Centre does not define crisis. Anyone can call us day or night.

The Safe Communities Opportunity and Resource Centre, or SORCe, is a multi-agency collaborative that connects people experiencing or at risk of homelessness and/or those with complex barriers such as mental or physical vulnerabilities, or socio-economic need, to programs and services that can help to address their needs.

What to expect in the role:

Job overview

The Distress Centre Distress Centre at SORCe is currently looking for a Program Manager who will be responsible for meeting the strategic and operational requirements of the Distress Centre programs at SORCe. This position works alongside the Director of Programs and Senior Director to ensure the smooth operation of the Distress Centre's programs and the SORCe collaborative space.

Primary Duties

This is not an exhaustive list of duties, but meant to give you a sense of what you'll be doing on a regular basis. Other related duties may be required.

Staff Supervision

- Support staff development to align with strategic planning to achieve program outcomes in existing and new program areas; including program development, evaluation and outcome strategies and provide leadership related to professional development of the team.
- Support leadership with enhancement to training frameworks and use data informed approaches to support policy and procedure creation or updates
- Provide supervision to the Program Team Lead with day to day supervision to support overall program effectiveness and strategy

Program Development and Implementation

- Program Development: Development and execution of Distress Centre at SORCe operations plan; stay informed of and utilize program data in daily operations and change management; assist with funding grants; provide a link between the Distress Centre programs at SORCe data collection and quarterly and yearly outcome reporting

- Partnership Management: Liaise with current SORCe partnerships; participate in program collaborations; support the development of new program partnerships/collaborations including MOU management and data collection
- Program Implementation & Delivery: active engagement in strengthening program delivery synchronicity between Distress Centre programs located at SORCe, community partners and Distress Centre programs

Management and Partnership

- Support the Distress Centre program(s) at SORCe with organization values, vision, mission and strategic alignment; attend monthly leadership and general staff meetings, seek opportunities to strengthen collaboration and program connection
- Oversight, collaboration and strategic alignment with the Calgary Homeless Foundation to support the Coordinated System objectives in Calgary and additionally provide training, leadership and mentorship to the CAA Housing Strategist Community of Practice
- Provide leadership and support community collaboration; includes providing tours and presentations for community partners, participation in committee work, and providing educational opportunities and dissemination of information about the programs and our role within the Homeless Serving System of Care
- Participate in strategic planning, manage daily operations and support project implementation. Ensure that activities and professional development goals are in alignment with the Distress Centre values, strategic plan and program goals
- When applicable, provide leadership and guidance to the SORCe team during crisis situations
- Provide leadership for SORCe alongside the SORCe management team

Hours of work and conditions

- General work hours are Monday to Friday from 8:30-4:30pm
- Occasional offsite outreach work may be required
- Working in a fast-paced environment requiring de-escalation skills and an ability to respond to crisis
- Some after-hours work and overtime expected

What you bring to the role:

Qualifications/Experience

- Undergraduate degree in Social Work or Human Service equivalent. Commensurate education and experience may be considered.
- Registered Social Worker designation may be an asset
- 5-10 years of supervisory experience
- Understanding of evaluative frameworks

- Ability to work effectively in a team environment and independently
- Excellent organizational and time management skills
- Knowledge of and/or ability to learn participant data management systems
- Knowledge of and demonstrated experience in the delivery of homelessness support services

Skills/Abilities:

- Compassion and respect for all people seeking supports at SORCe
- Ability to manage and remain calm in crisis or stressful situations
- Exceptional people engagement skills
- Excellent organizational and time management skills
- Excellent computer skills
- Demonstrated excellence in both verbal and written communication
- Able to follow policies and procedures
- Commitment to inclusivity in accordance with SORCe and Distress Centre policy
- Knowledge of and/or ability to learn participant data management systems
- Universal precautions knowledge and ability to complete specialized training applicable to service delivery for individuals experiencing homelessness, mental health, or addictions

Core Competencies:

- **Person-Centered Work (internal and external)** – you make clients the ultimate focus of our agency, team, and individual choices and actions.
- **Partnerships, Relationships, & Teamwork** – you build and maintain productive, collaborative working relationships within and across groups, both internally and externally, to accomplish our common goals.
- **Growth Mindset/Learning** – you actively identify new areas for learning and take advantage of opportunities to learn in whatever form they come. You apply your newly gained knowledge in your jobs and share these skills with others.
- **Communication** – you clearly convey information and ideas through a variety of media in a way that engages the audience and helps them to understand and inviting dialogue and inciting action where appropriate.
- **Diversity, Equity & Inclusion** – we build and sustain an inclusive work environment where all individuals are welcomed, supported, respected, and valued for their unique experiences, perspectives, talents, and contributions.
- **Change Management** – you maintain your team and personal effectiveness when being impacted by changes within the organization.
- **Self-Management** – you take responsibility for yourself and your actions.
- **Strategy & Vision** – securing information and identifying key issues and relationships.
- **Coaching Style Leadership** – works to develop trust-based relationships with each of direct reports and key stakeholders.
- **Building Trust** – Speaks honestly and openly, even when communicating difficult messages.

- **Decision Making, Planning & Performance** - Sets goals for group accomplishment (focusing on end outcomes) aligned to Strategic Plan.
- **Innovation**- Identifies assumptions/bias in the way problem or situations are defined or presented. Sees alternative ways to view or define problems; is not constrained by the thoughts or approaches of others.

Other Requirements:

As a condition of employment, the successful candidate will be required to be fully vaccinated against COVID-19 and provide proof of their vaccination status in accordance with Distress Centre Calgary COVID-19 Immunization and Safety policy, unless accommodated based on a medical condition or other protected ground defined under the Alberta Human Rights Act.

What Distress Centre has to offer:

- Opportunity to work for an organization that's committed to social impact and is making a difference in our community
- A great working environment with supportive colleagues
- Opportunities for learning and mentorship
- Competitive salary
- Vacation time starting at 3 weeks

How to apply:

If this sounds like a great match for you, please send your cover letter and resume by email to: admin@sorcecalgary.ca and reference **Program Manager at SORCe** in the subject line.

Unfortunately at this time we do not have the resources to answer phone inquiries or to respond to all applicants. Only those selected for an interview will be contacted.