

Manager Alison McAteer House

YWCA NWT

Task List

2025-06-05 20:09:24

Summary:	Manages the overall services and programs provided by Alison McAteer House. Manages all staff, administration and the facility. Provides backup as a Shelter Crisis Worker when staff are unavailable.		
Location:	Alison McAteer House	Group:	Active
Department:	Family Violence Prevention	Family:	N.A.
Scenario:	active	Reports To:	Executive Director
Job Id:	2	Last Update:	2025-06-05

Tasks:

Management

1. Ensures programs operate according to applicable legislation, regulations, standards, policies and procedures of the GNWT and YWCA NWT.
2. Provides recommendations to the development and implementation of long and short term goals, objectives, programs and plans for their department and the YWCA NWT. Measures and reports on results
3. Develops, recommends, implements, monitors the annual budget as assigned to keep the programs sustainable. Reports on results and informs Department Head if any issues arise.
4. Manages and supervises all aspects of client caseload and services that Alison McAteer House/Sutherland House provides and ensures that client needs are being met daily and provides direction and/or support to clients as needed.
5. Ensures program delivery is consistent with agency philosophy, beliefs, values and mission.
6. Provides information and support, resolves problems, deals with complaints from a variety of sources (such as clients, residents, the community, funders, politicians, etc) ensuring effective and consistent communication within the team
7. Ensures programs and services are culturally sensitive, timely and delivered by trained staff and/or volunteers.
8. Makes general and specific recommendations for improvement of program.
9. Ensures staff understand and adhere to program guidelines, roles and responsibilities.
10. Keeps up to date and ensures all staff are aware and adhere to all legislative requirements, regulations and industry standards in their area of responsibility.
11. Identifies necessary building and maintenance upgrades and contacts Dept Public Works.
12. Ensures programs are evaluated against outcomes.
13. Ensures the program operates within the Contribution Agreement and completes reports as required.
14. Reviews and develops new policies and procedures as the need arises.
15. Ensures effective communication mechanisms are in place at all program locations.
16. Advocates transitional, emergency and other housing needs, programs and services to the community and associated agencies to develop support and seek partnerships.
17. Ensures professional and ethical standards are understood and maintained by staff.
18. Maintain continuous, open lines of communication, keeping the Executive Director informed of critical issues within the department/ organization.
19. Operate program with Contribution Agreement & compile reports as required by funders.
20. Participate in personal evaluation and staff evaluation as required.
21. Supervise client caseload & daily client needs and provide direction for support to clients as needed.

Administration

22. Participates in planning sessions to contribute to the identification and resolution of trends or issues that will affect the program.

Administration

23. Attends regular team meetings and training sessions to contribute to the identification and resolution of trends or issues that will affect the program and to support funding agency requirements.
24. Ensures client files are appropriately maintained and secured.
25. Monitors and purchases equipment and supplies for program after approval and within approved budget ensuring sufficient supplies are available for all program clients and delivers to site(s).
26. Prepares a variety of written and statistical reports and/or case management reports and identifies potential client and facility concerns and issues on a quarterly or yearly basis.
27. Maintains record keeping systems as established in own location (i.e. logs, meds, etc.) and within the shared cloud portal.
28. Prepares and responds to calls and correspondence within agency guidelines.
29. Reviews files and documentation to ensure accuracy and that they adhere to agency guidelines.
30. Reviews and ensures the accuracy of statistics prior to submission
31. Organize, facilitate monthly staff meetings and attend other meetings as required
32. Approves and codes all purchases and visa charges
33. Coordinate and approve work schedule and timesheets.

Health, Safety & Security

34. Ensures program(s) operates in a safe manner and hygiene standards are maintained.
35. Ensures the program safety policies are followed at all times and maintains safe practices while working including having a clear escape plan if needed. .
36. Ensures clients are not placed at unreasonable levels of risk either in or around the facility.
37. Ensures that staff have access to information on individual clients' (resident's) medication considerations and special medical needs.
38. Reports all incidents of suspected abuse to supervisor and follows YWCA NWT protocols.
39. Ensures monthly fire drills are completed and appropriate fire plans are in place.
40. Monitors potential risk conditions and takes action to reduce the likelihood of harm to children and/or their families while in the program(s).
41. Ensures staff are updated for first aid, immunizations, and criminal checks.
42. Ensures clients, residents and visitors follow house rules and guidelines i.e. fire safety, house rules, noise, smoking, etc.
43. Clear criminal records check and vulnerable sector check.
44. Updated immunization records.

Human Resources

45. Hires all program staff and orients, supervises, trains, evaluates performance and manages discipline of staff assigned.
46. Provides support, trains and assists all staff assigned to resolve conflicts.
47. Coordinates and approves work schedules and verifies attendance and time sheets for staff at assigned work location(s).
48. Assesses and advises on staff training and development needs.

Community Involvement

49. Attends meetings to educate the community and increase public awareness of YWCA NWT programs and activities.
50. Maintains working relationships with organizations and government departments that support or offer services of a similar nature.

Other

51. Performs other tasks as assigned by the Supervisor based on operational requirements
52. Complies with YWCA NWT policies and procedures.
53. Provides backup, coverage as a Shelter Crisis Worker
54. Is available after normal business hours for contact by RCMP, child protection, or other emergency personnel concerned with safety and security issues for tenants.
55. On call one week a month or as needed.

Skills & Knowledge

56. University degree in Social Work or equivalent plus 1 year management experience or a diploma in Social Work/Human Services plus 3 years Management experience. Equivalent combination of education and experience will be considered.
57. Working experience related to gender based violence prevention and background in working with individuals dealing with addictions, mental health issues and disorders and other crises.
58. Previous relevant work experience in a shelter or other residential facility.
59. Good staff supervision and management skills.
60. Advanced knowledge of the signs of violence and abuse at an early age and effective interventions.
61. Formal training in conflict resolution and non violent crisis intervention skills.
62. Good Crisis Management, conflict management and problem solving skills.
63. Knowledge of income assistance services and child protection procedures,
64. Knowledge of universal health precautions to protect clients and staff from the transmission of infectious diseases.
65. Adherence to best practises working in mental health, addictions and family violence.
66. Working knowledge to teach Life skills and recreational programming for high need clients.
67. Good record keeping skills and attention to detail.
68. Good verbal and written communication skills.
69. Excellent interpersonal skills including ability to work cooperatively and professionally as part of a team and to work with other family members, agencies and community partners.
70. Knowledge of and ability to work with persons of varying cultural backgrounds.
71. Knowledge of tenant's rights and rental legislation and regulations.
72. Proven ability to work independently, with minimal supervision and in a team setting.
73. Good computer and keyboarding skills.
74. Budgeting skills.
75. Proficiency in Microsoft Suite and adept at using data entry software including cloud storage systems - an asset