



## JOB POSTING

### Women's Services – Inasmuch House

Full-time Residential Program Manager

\$1,618.48 - \$1,887.23 semi-monthly

Mission Services of Hamilton, a Christian charitable organization serving disadvantaged people, invites applications for the following position

#### KEY RESPONSIBILITIES:

1. Provide leadership, supervision and evaluation for all Residential Client Advocates.
2. Support the Assistant Director in providing orientation and training to staff in this area.
3. Participate in direct service to clients, including case management, group facilitation and telephone crisis intervention. Coordinate case management in conjunction with other Inasmuch House programs areas.
4. Demonstrates strong leadership through the Inasmuch Model of Care.
5. Develop, implement and evaluate the Women's Services program. Develop staff training that is relevant to client-centered services, trends and relevant research.
6. Ensure the keeping of systematic records, including client files and relevant statistics, within the designated program area and provide reports to the Director as required.
7. Participate in a regular on-call rotation that provides consultation and assistance to staff.
8. Represent the program in the community through public education, and committee participation. Adhere to a strict policy of confidentiality.
9. Work safely, identify any health and safety concerns and report to management, and follow Mission Services workplace health and safety policies and procedures at all times.

#### QUALIFICATIONS:

1. Diploma or Degree in human or social services.
2. Minimum 2 years related experience, 3-4 years preferred.
3. Demonstrated understanding and knowledge of woman abuse and child abuse, crisis intervention and counselling.
4. Excellent organizational, supervisory and interpersonal skills.
5. Confident decision-maker and enthusiastic team player.
6. Committed to uphold the organization's mission, values and standards.
7. Fluency in French is an asset.

#### REQUIRED TRAINING:

1. Standard First Aid with CPR
2. Crisis Prevention Certificate
3. WHMIS
4. Child Witness Legislation
5. Note-taking and Case-management

Only those selected for an interview will be contacted. Please submit a résumé with cover letter to:

**Director – Women's Services**  
**Mission Services of Hamilton, Inc.**  
**P.O. Box 368, Hamilton, ON L8L 7W2**  
**Fax (905) 529-6156 or e-mail to [jcapretta@mission-services.com](mailto:jcapretta@mission-services.com)**