



CIRCLE OF EAGLES LODGE SOCIETY

House Manager – Community Residential Facility (CRF) Anderson Lodge Healing Centre for Women & Naa-na-himyis Brothers Healing Lodge

Summary of Position

Reporting to the Chief Executive Officer and the Director of Operations, the role of House Manager is to provide direct supervision to residents, front-line staff and volunteers. House Manager must effectively liaise with members of the Correctional Service of Canada's (CSC) case management team (i.e. parole officers and parole officer supervisors, etc.) to ensure the success of each residents' re-integration potential. The House Manager will also liaise with other programs and services within COELS to ensure that each resident is offered access to all other relevant programs and services. Additionally, the House Manager is responsible to ensure that the agency successfully meets all conditions and requirements within CSC's Statement of Work (SOW) contract.

Organization:

VISION

Circle of Eagles Lodge Society (COELS) envisions Indigenous Brothers and Sisters leading healthy, balanced lives as empowered individuals, within their families, communities, cultures and traditions.

MISSION

COELS supports Indigenous Brothers and Sisters leaving federal institutions and those dislocated from society, to reintegrate into Community by providing respectful wholistic services and culturally safe spaces.

Duties:

- Responsible for managing the daily operations of the Healing Lodges and to ensure the Healing Lodges meets all conditions and requirements within the (SOW) contract.
- Must provide direct supervision to residents, volunteers, and front-line staff.
- Must be able to troubleshoot and provide effective solutions to residents and front-line staff member's issues and concerns.
- Responsible to create and manage shift schedules and to ensure staff coverage is in accordance with the agencies (SOW) contract.
- Responsible for continuous development and the implementation of the agency's policies and procedures.
- Responsible for conducting regular resident meetings and successfully resolve issues and concerns.
- Must effectively liaise with other managers, coordinators of COELS programs and services and case management team to ensure all program requirements have been implemented in accordance with each resident's correctional plan and conditions set forth by the Parole Board of Canada.
- Responsible to assist in the development and implementation of in-house resources and external supports to meet the needs and correctional plan requirements for each resident.
- Must prepare monthly billing reports and audit all monthly resident action plans.



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- Responsible for the development and continuous management of all resident case files and documentation in accordance with the (SOW).
- Must liaise with the agencies managers, coordinators to ensure resident access to appropriate programs, resources, and leisure activities.
- Must liaise with agencies' medical, dental and pharmaceutical teams to ensure resident access to healthcare and medication.
- Responsible for the training of new front-line staff and continuous training of all front-line staff.
- Responsible for the completion of weekly screening reports and when required attend the weekly CCIB meetings.
- Responsible for the completion of resident critical incident and observation reports.
- Responsible to liaise with the National Monitoring Centre to address resident incidents and behavioural concerns.
- Responsible to liaise with the North Vancouver RCMP parole coordinator member and ensure all residents report to the RCMP monthly.
- Must work collaboratively with all community partners, contractors, municipal, provincial and federal government agencies.
- Attend weekly management meetings with CEO, Director of Operations and members of the management team.
- Responsible to generate weekly inventory lists (program supplies, groceries, first aid supplies, office supplies and urinalysis supplies, etc.)
- Responsible for ensuring compliance with all federal and provincial regulations, i.e. Safe Food Handling, etc in operating a CRF and to bring issues that arise to the CEO and Director of Operations
- Responsible to perform other duties and responsibilities (i.e. CRF audits, staff performance evaluations, etc.) as assigned by the Chief Executive Officer.
- Must be willing to be on-call 24/7.

Qualifications

- Bachelor's degree in a social science related field (i.e. criminology, psychology, etc.), social work, or business management.
- Minimum of two years of residential or institutional case management experience.
- Minimum of 1-year experience in a senior case management position or entry level management position.
- Knowledge and experience working with relevant legislation governing Federal and Provincial corrections (i.e. CCRA) would be an asset.
- Self employment experience will be considered.
- Must be proficient in English (written and oral). Language Proficiency Index (LPI) – level 5.
- Second language would be an asset, but not necessary.
- Proficiency in Microsoft operating systems and applied software.
- Proficiency working with CSC's Offender Management system (OMS) is preferred, but employer will provide training to the right candidate.
- Must possess Occupational First Aid (OFA) level 1.



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Skills

- Demonstrate the ability to engage and work effectively with Federal/Provincial parolees.
- Knowledge of and experience in the field of Substance Abuse and/or Mental Health.
- Ability to understand the dynamics of Brothers' and Sisters' behaviour and assess needs and risks.
- Skills to understand the use of authority in supervision and to intervene effectively in crisis situations.
- The ability to demonstrate cultural competence and respect for diversity.
- The ability to assist residents in identifying and obtaining resources necessary to address needs and exit strategies (i.e. housing, medical needs, legal matters, etc.).
- Exceptional communication and networking skills (written and oral).
- Exceptional leadership skills and the ability to effectively manage (delegation style) and support a diverse team of professionals. (**No micro-managers**).
- Exceptional computer literacy skills with Microsoft operating systems and applied software (Word, Excel, PowerPoint, etc.).
- Proficiency working with Offender Management System applications (OMS) would be an asset.
- Ability to work independently and in a team setting.
- Exceptional time management skills to meet contractual deadlines.
- Exceptional organizational skills and the ability to demonstrate attention to detail.
- Demonstrate professional management skills and effectively problem solve complex situations.
- Clear understanding of statutes and laws governing employees: Employment Standards Act, Workers Compensation Act, Human Right legislation, etc.).
- The ability to act with a high degree of discretion when working with protected and confidential information.
- The ability to obtain Federal security clearance (Reliability Status) required to work with Protected A & B information.
- Ability to be on call 24/7.

Benefits:

- Competitive salary
- Extended health, dental, and vision care.
- Life insurance.
- Paid time off
- Paid time for educational upgrading

Submit a cover letter and resume to ATTN: Merv Thomas, CEO, at hr@coels.ca or
ATTN: Merv Thomas, CEO, 6520 Salish Drive, Vancouver, BC V6N 2C7.

Position(s) will remain open until filled. Only those selected for an interview will be contacted.