



North End
**COMMUNITY
HEALTH CENTRE**

Concurrent Internal/External Opportunity Brief

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| Position: | Overlook Assistant Manager(designated posting) |
| Reports to: | Manager of Supported Housing |
| Location: | 101 Yorkshire Avenue Extension, Dartmouth |
| Pay Scale: | \$60,000 - \$65,000 annual salary + benefits |
| Work Term: | 1.0 FTE (37.5 hours/week), permanent |
| Deadline: | February 2, 2023 |

***To ensure our organization represents the diverse people and communities we serve, this posting is designated for: Indigenous Peoples, people who are African Nova Scotian, and/or people who are gender diverse.** We ask applicants to self-identify these experiences and any other marginalized experiences, as indicated below in our Diversity, Equity and Inclusion Commitment, in their application. Any disclosure or declaration of belonging in any of these equity groups will remain confidential.

About NECHC

The North End Community Health Centre (NECHC) was established in 1971 in response to an absence of primary health care and other health services in Halifax’s North End. Located on Gottingen Street, we are in the heart of a unique and culturally diverse community. Today, governed by the North End Community Health Association, the NECHC is viewed by area residents as a “beacon of hope” in the community. Much more than a Primary Care Clinic, the NECHC has expanded in response to unmet needs of community members and is highly-valued by its patients and clients and their families. NECHC provides services to those living on the margins of society, through MOSH, Housing First and a wide range of community outreach initiatives.

Vision

Strong community - healthy people.

Mission

We support health and well-being in our community through quality primary health care, education and advocacy in an environment in which people are treated with respect and dignity and there is equitable access to services and programs.

Values

Respect. Community. Compassion. Excellence. Innovation

Diversity, Equity and Inclusion Commitment

The North End Community Health Centre is committed to being an inclusive organization. We are working to ensure our organization represents the diverse people and communities we serve. Our position postings encourage members from the following communities to apply:

- 2SLGBTQIA++

- African Nova Scotian and/or people of African Descent
- Indigenous
- People with disabilities
- Language minorities
- People of Colour and/or racially visible minorities
- Immigrant and refugee
- Connected to the North End of Halifax

Job Purpose

The Overlook Assistant Manager provides leadership and oversight to the harm reduction housing team at The Overlook, a harm reduction, supported housing project run in partnership between the North End Community Health Centre and the Affordable Housing Association of Nova Scotia. Reporting to the Manager of Supported Housing, the Overlook Assistant Manager is responsible for supporting and mentoring harm reduction housing workers as they deliver on-demand harm reduction services to 60-65 tenants. The Overlook team values diversity, and proactively seeks ways to incorporate a collaborative community approach.

Position Responsibilities

- Hire, support and manage the harm reduction housing team, including full-time, part-time, and casual program staff and volunteers, with the day-to-day operation of the Overlook.
- Fulfills the roles and responsibilities of a harm reduction housing worker when required, and is regularly present on the floor during shifts.
- Support Manager of Supported Housing with training and orientation for all new staff, as well as ongoing professional development for the team and individual staff members.
- Support timely and consistent performance management activities, including regular staff supervision, evaluation and feedback, and performance reviews.
- Ensure the harm reduction housing team is facilitating access to appropriate resources for clients, including both internal and external services related to their health and well-being, and community engagement.
- Develop and coordinate programs to be offered to residents in collaboration with the staff team and tenants, ensuring the programs and services contribute to the overall well-being of tenants and the program.
- Support the Manager of Supported Housing with scheduling and payroll for the harm reduction housing team.
- Support the development and distribution of program materials and presentations to stakeholders.
- Support the co-creation and day-to-day management of program/project budgets, providing quarterly performance reports on program KPI's.
- Collaborate with community groups and represent NECHC in a way that supports the organizations mission, vision and values.
- Be on-call in rotation as required for 24/7 housing staffing.
- Other duties as assigned.

Education and Experience

- 5 years of community-based health experience, or equivalent setting
- 2+ years of experience leading and supervising staff, including mentoring, orientation and training, and job performance feedback and motivational job performance planning
- Strong experience in de-escalation and conflict resolution skills
- Experience in developing and coordinating client programs and program materials
- Experience with project/program budget and/or funding opportunities and grant oversight
- Proficient in using computers
- Community and street-based outreach experience

Professional Knowledge, Skills and Abilities

- Knowledge and experience working with marginalized populations experiencing homelessness, poverty, substance use, sex work, and other communities including African Nova Scotian, Indigenous, 2SLGBTQIA+ community
- Knowledge and experience with local HRM agencies, groups and resources for people who are homeless, underhoused, using substances, marginalized
- Excellent understanding of harm reduction principles, social justice, trauma-informed approach to care, and the social determinants of health
- Strong skills related to: interpersonal relations, team collaboration, adaptability, time management, problem solving, planning and execution, judgement, communication, and boundary management
- Experience with program/project budgets and utilizing program KPI's is an asset
- Solid organizational abilities, including planning, delegating, program development and task facilitation
- Highly motivated, proactive and creative with the ability to be adaptive and resilient
- Values diversity with a commitment to equity, diversity and inclusion
- Leadership style is inclusive, equitable, strategic, innovative and influencing
- Must be able to work with a degree of autonomy and demonstrate critical thinking and sound judgement
- A commitment to ongoing learning and development

Working Environment

- Supportive, exciting and challenging environment
- Constant interaction with marginalized and vulnerable people, some reactive, aggressive or verbally abusive
- Moderate effort is required to perform this role including lifting, repetitive motion, standing, reaching, sitting, pushing/pulling

How to Apply

Email your resume to Heather Jarvis, Manager of Supported Housing at hjarvis@nehc.com by **February 3, 2023**

We thank all applicants for their interest, only those selected for an interview will be contacted. Please note that a vulnerable sector criminal record check is required for all NEHC employees working directly with clients, participants and patients, however we acknowledge that criminalization occurs disproportionately in some communities more than others, and a clear record is not required. Any items that come up on such a record check will be discussed confidentially during hiring.

Please note that as of October 4, 2021, all new hires will be required to provide proof of full vaccination as a condition of employment.