



Job Description

Job Title: Program Manager (35 Hours/Week)

Program: Murray House

Reports To: Executive Director

Salary: \$66,500/Year

SUMMARY

The Program Manager is an instrumental role in SHARP's multi-disciplinary team to coordinate care and services, including overseeing all aspects of service implementation and delivery for individuals. The successful candidate will manage and oversee all aspects of The Murray House Project which will support 23 high acuity individuals seeking permanent supportive housing. The clients served by the SHARP Foundation have complex health and social profiles with co-morbidities which may include HIV, Hepatitis C, addictions, mental health issues, physical disabilities, brain injuries, histories of abuse, homelessness and criminalization.

RESPONSIBILITIES

- Manage and supervise all operational activities of Murray House in accordance with agency mission, policies and procedures, and funding standards in conjunction with Executive Director.
- Act as the main liaison between the program and its funding body, The Calgary Homeless Foundation.
- Analyze trends in the program, identifying issues and recommending solutions to the Executive Director and The Calgary Homeless Foundation.
- Ensure that all program goals and objectives are maintained and developed.
- Develop and implement surveys, focus groups, and other evaluation methods to monitor the efficacy of the program's services and identify areas of improvement.
- Record, analyze and report data to the Executive Director, The Calgary Homeless Foundation, and where necessary, SHARP's partners.
- Evaluate effectiveness of care plan and progress made by client, participate in client treatment planning and case review with case management team.
- Facilitate staff meetings.

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- Oversee Staffing, training, and scheduling.
- Manage the program's operating budget, in accordance with the Executive Director and Bookkeeping Personnel
- Assist in drafting, implementing, and reviewing policies and procedures.
- Act as the Murray House Representative for CAA's Placement Committee.

QUALIFICATIONS

- Diploma or degree in social work, or degree in social services (Sociology, Psychology etc.)
- Minimum of 7 years working with vulnerable or marginalized individuals, and a minimum of 5 years managerial experience.
- Financial Planning experience and ability to manage a large budget.
- Strong interpersonal skills, adaptability, program planning experience and administrative abilities.
- Strong knowledge of mental health and substance use from a harm reduction perspective.
- Understanding of HIV/AIDS including GIPA/MIPA, stigma, discrimination, etc.
- Knowledge of community health, justice, and homeless issues.
- Ability to communicate and relate to residents in a non-judgemental and compassionate manner.
- Certified in First Aid, CPI, and willingness to complete additional training and courses as per the Calgary Homeless Foundation's continuing education.

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