



AGINCOURT
COMMUNITY
SERVICES
ASSOCIATION

4155 Sheppard Avenue East, Suite 100, Scarborough, ON M1S 1T4 • Tel 416-321-6912 • Fax 416-321-6922

Homeless and Outreach Services Manager JOB POSTING

Agincourt Community Services Association is a Non-Profit, multi service agency in the heart of Scarborough addressing needs and empowering children, youth newcomers and underserved communities to build a better tomorrow. We provide a range of social services and community engagement projects to the local community and a greater geographic area of Scarborough that includes several of the United Way high priority neighbourhoods. Our main activities include community supports, child and family programs, youth drop-in, young men's and women's programs, Youth Outreach Workers, homeless services, food security programs, community development work, and an information and referral services.

Summary of Position

The Manager of Homeless and Outreach Services ensures facilitation of all aspects of our Homeless Services' programs, including drop-ins, outreach, harm reduction and other assistance to our homeless/marginally housed clients. This position will also ensure adequate financial growth of this service area in response to the needs of this department.

Primary Responsibilities

- Coordinates and supervises all aspects of the Homeless Services' Program
- Represent ACSA at various committees, workgroups and other relevant meetings
- Ensure provision of case management services and other supports to clients, and ensure maintenance of all documentation and communication as required with partners
- Liaise and partner with other homeless and housing service providers
- Provide day-to-day supervision, evaluations and staff development opportunities for the homeless services staff
- Design and facilitate resources and supports for staff and clients to ensure programs are responsive to the needs of this population
- Develop a comprehensive manual of procedures to be used by homeless programs/staff
 - Provide supportive counseling, information and referrals to homeless clients
- Ensure clients are assisted in accessing services that can help them to achieve greater self-sufficiency and resiliency. i.e.: identify document replacement programs, income support programs, housing, shelter, drop-ins, mental health, substance use programs, detox, and housing search services
- Maintain accurate financial records as they pertain to the Homeless Services' Program



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- Identify trends in homelessness, and design appropriate responses which will reflect creativity, initiative and sensitivity to those we serve.
- Identify funding opportunities and develop grant proposals

Other Duties

- Actively participate as a member of the management team
- Actively participate in regular supervision sessions, team meetings and peer support activities.
- Ensure that routine vehicle maintenance is done
- Submit reports as required
- Other duties as assigned

Education, Knowledge and Skills

- Diploma/Degree in Social Services/Health and/or a minimum of four years related experience
- Proven managerial/supervisory experience in a similar setting
- Knowledge of issues of homelessness
- Excellent interpersonal skills, sound counseling skills, and ability to form relationships with marginalized individuals
- Sound judgment and good problem-solving skills
- Valid Driver's License and clean Driver's Abstract
- Crisis Intervention, First Aid and CPR certification
- Understanding of housing needs and barriers faced by homeless people
- Knowledge of community resources for homelessness, health, mental health and substance abuse

Compensation

Salary: 50,000 – 52,000 (after 6 months Probation)

Accountability

Reports to the Program Director

Please apply in writing to:

Program Director
Aging Court Community Services Association
4155 Sheppard Ave. E. #100
Toronto, ON. M1S 1T4

Deadline: December 28th



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Interviews: First week of January