



OPPORTUNITY BRIEF:

Director of Programs and Services



JOB SUMMARY

Reporting to the Executive Director, the Program Director oversees a multidisciplinary staff team, comprising of housing, clinical counselling and support staff. The Program Director is responsible for the effective management, monitoring and evaluation of client-facing programs and services in alignment with the organization's vision, mission, values and strategic goals. In this role, the Program Director will play a pivotal role in day-to-day operations ensuring women and children recovering from intimate partner violence receive the care and resources they need to rebuild their lives in a safe and supportive environment.

Key responsibilities include program implementation, staff supervision, community collaboration, monitoring and evaluation, strong leadership, problem-solving, decision-making, communication skills, and counselling and crisis management skills. The ideal candidate is a registered social worker, professional counsellor or counselling therapist with strong leadership and management capabilities.

This is a full-time permanent position commencing April 2025.



ABOUT ALICE HOUSE

Alice House provides safe second-stage housing, counselling and support services for women and children recovering from intimate partner violence in Nova Scotia. In addition to 18 safe-housing units and family counsellors on staff, our wrap around support services include court advocacy, food security,

economic independence education, safety-planning, criminal injuries counselling and parenting support. Alice House operates with a team of 11 staff and management under a volunteer Board of Directors with an annual budget just under \$1.5 million.

JOB ACCOUNTABILITIES

This is a general overview of the position and duties are subject to change at the discretion of Alice House.

PROGRAM & SERVICE OPERATIONS

- Manage and oversee all programming delivery, monitoring, and evaluation for housing, counselling and support service areas.
- Lead drafting, revising and implementation of operational policies, procedural manuals, and guidelines to empower staff and promote consistent and positive client experience.
- Discover ways to enhance efficiency of process throughout the full cycle client experience.
- Seek ways to scale for growth by increasing capacity of existing or addition of new service programs.
- Oversees case management and client support plans, ensuring services are appropriate, time-limited, trauma informed and in compliance with internal and external policy.
- Stay abreast of local, provincial and federal regulations and norms, ensuring their incorporation into Alice House policy and procedures when relevant.
- Determines service delivery measurement outcomes, incorporates continuous quality improvement process by seeking feedback and input from program participants, employees, and external sources.
- Guides improvements to service delivery to meet funding requirements, feedback and best practices to ensure program delivery is reflective of client and community need.
- Works collaboratively with the ED to cultivate community partnerships and alliances to enhance or support new and existing programs.
- Participates in case conferences with clients and child protection, lawyers or other services required by the client where they need advocacy and support.
- Provides escalated client support for crisis intervention, trauma counselling and mediation to support frontline service providers when necessary; provides direct service when applicable.
- Participates in community roundtables and working groups related to initiatives that directly impact Alice House's work.

HUMAN RESOURCES

- Works with direct reports to establish fair and measurable goals and workplans to support advancement of Alice House strategic priorities; regularly conducts performance evaluations for direct reports providing feedback and acknowledging achievements.
 - Participates in hiring, recruitment, onboarding and ongoing management of direct reports.
 - Monitors and coordinates individual and team-based education and professional development needs of direct reports, annually.
 - Leads and oversees Alice House's Community of Practice (peer supervision) framework to promote a culture of collaborative learning and service excellence.
 - Monitors team resilience and communication; works with leadership team to implement strategies that foster and promote team cohesion, retention and wellness.
 - Shares relevant organizational updates, strategic changes, feedback and key updates with the team in a timely and clear manner.
 - Provides management and mentorship to student placements and interns, when applicable.
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LEADERSHIP & ADMINISTRATION

- Contributes to strategic planning and operational planning.
- Oversees program related spending.
- Contributes to risk management, monitoring and reporting.
- Develops and oversees client record management system; compilation, tracking and reporting of client services.
- Attends Management Team meetings and provides service delivery perspective to help inform organizational decisions.
- Manages the timely and accurate reporting of data and program results.
- Participates in Alice Housing promotion, fundraising opportunities, grant pursuits and community awareness campaigns, as required.
- Other duties as assigned.

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QUALIFICATIONS

- 5+ years in management/leadership role with proven ability to develop and direct a multidisciplinary program team.
- 7+ years direct practice/frontline service experience with women and children in a housing context.
- Post-secondary degree in social work, counselling skills and/or related discipline, required.
- Registration with a governing body (i.e. NSCSW, CCC, RPC etc), strongly preferred.
- A car, valid driver's license and access to a reliable vehicle, required.
- Related experience or training on topics related to intimate partner violence.
- Certification in Standard First Aid and CPR, Certification in Non-Violent Crisis Intervention, Suicide Intervention (ASIST), or a commitment to secure these requirements within 3 months of hire.
- Working understanding of the Residential Tenancy Act.
- Ability to work flexible hours when necessary.

"I've learned a lot through my journey here. I am hopeful for healthier relationships in my future and to focus on my dreams, passions and making my life what I want it to be."

- Survivor, Alice House



SKILLS

- Must be comfortable working independently within a team context; must be comfortable working independently with minimal supervision for extended periods.
- Exceptional people skills with the ability to give and receive feedback, develop a team and model good.
- Previous experience working in core mission areas preferred (i.e. housing, counselling, women & children's programs).
- Demonstrated success developing and evaluating program models, selecting and successfully operationalizing programs and projects based on community needs.
- Excellent project management capabilities.
- Ability to make timely decisions and perceive outcomes even when the information is limited with ability to apply effective solutions to complex human and technical problems.
- Strong understanding of Trauma and Violence Informed Practice and actively integrate this practice into interactions with clients and team.
- Ability to communicate and lead amidst change and growth; ability to communicate and implement change with positivity.
- Proficiency in managing and developing budgets.
- Must demonstrate excellent professional communication skills.
- Must demonstrate excellent judgement and boundaries.
- Must be comfortable standing or sitting for long periods.
- Must be able to walk short distances and able to climb up to 3 flights of stairs at a time.
- Demonstrated capacity to engage and maintain positive partnerships with key stakeholders of outside agencies and government.
- Demonstrated experience working with clients experiencing trauma or crisis.
- Have extensive knowledge of community agencies and services available to women in Halifax Region.
- Must be cognizant of the issues, concerns, and struggles that are faced by women and their children experiencing family violence.
- Adhere to professional boundaries and possess a strong work ethic.
- Intermediate computer literacy and proficiency with computer programs like Windows, Google, MS Word, Internet and Email.

WORKING CONDITIONS

- This is a full-time on-site position based in downtown Dartmouth, Nova Scotia.
- This position requires semi-regular short-distance travel to various Alice House buildings and offices within Dartmouth, NS.
- Monday to Friday, office hours, with flexibility for occasional evening, weekend and on-call duties



BENEFITS AND PERKS OF WORKING AT ALICE HOUSE

- Base Salary Band: \$64,175 - \$83,050
- Group Health and Dental Benefits (100% premiums paid)
- 3% RRSP Contribution (after 6 months)
- Confidentially paid employee counselling with external counsellors
- Employee & Family Assistance Program
- Health Spending Account
- Parking Stipend
- Travel Reimbursement
- (3) weeks' vacation + End of Year Office Closure
- Shortened work weeks during the summer
- Half-days on the last Friday of every month ("Wellness Friday")
- Paid professional development opportunities
- Staff social activities
- Training and development allowance
- Governing body registration allowance

APPLICATION PROCESS

To ensure a match between the right candidate & Alice House our interviews process is or a combination of:

- Application review
- Pre-screening call
- Interview(s) and assessment
- References, background check, vulnerable sector check and other proof document collection.

We are an equal opportunities employer who is committed to creating an environment of belonging for all. We welcome the unique contributions of all suitably qualified persons. Based on the clientele we serve we strong encourage female applicants.

Alice House is committed to providing an inclusive and barrier-free work environment, starting with the hiring process. If you are contacted by Alice House regarding a job opportunity, please advise if you have any restrictions that need to be accommodated. All information received in relation to accommodation will be kept confidential.

We thank all those who apply. Only those selected for further consideration will be contacted.

Apply through Indeed **or** by emailing your resume and cover letter to Jill Trites, Executive Director at employment@alicehouse.ca.



To learn more visit alicehouse.ca

Find us on

