



## **Posting #E028-20**

### **Director of Health**

Lookout Housing and Health Society - Locations are either Fraser or Vancouver Island.

Lookout is a “social safety-net” providing minimal-barrier housing and a range of supportive services to assist adults with low or no income who have few, if any, housing or support options and who are challenged in meeting personal needs and goals.

Reporting to the Chief Executive Officer, this position provides the highest level of support to the Chief Executive Officer and is a member of the Executive Team, the most senior level of staffing of the Society. Reporting to the Director of Health are all Program Managers who operate services under the health portfolio through Lookout Society in the designated geographic region.

### ***Summary of Responsibilities***

Key duties and responsibilities include initiating, developing, planning, design and delivery of Lookout’s health services to vulnerable adults. The Director ensures all clients receive the appropriate service; that the goals and philosophy of the Society and programs are met; maintain a minimal-barrier, open door service to adults who are disenfranchised from other services. The Director manages a number of teams including a program manager team, outreach team, and several health teams. This position also oversees programs such as low cost or free health services, abstinence-based programs including residences, and is responsible for supervising the work of and the personnel management of the program managers. The Director will monitor the finances, scope and quality of the programs to ensure they operate in accordance with approved criteria, maintain and report out on statistics and services, ensuring all regulations including health & safety are met. The Director will liaise with the neighbourhood and the service community and deal with the public, other service agencies, government officials and professionals.

### ***Scope and Complexity***

This position oversees, manages, directs and administrates the services for which they are responsible. The Director demonstrates leadership by providing timely advice, direction and guidance to others both internal and external to the Society. The position deals with very sensitive and confidential issues that often have significant impact on the Society and services. The Director works independently and exercises judgement and problem solving skills to complete work. The Director handles issues both in person and through written communication. The clientele of Lookout have varied needs and abilities and can be behaviorally challenging. The job functions are complex in nature requiring a high degree of confidentiality and concentrated mental and written attention. The job includes work at outside program locations and the Director regularly attends the program locations. The job has a few disagreeable factors.

## ***Communications***

### *Internal and External*

The majority of internal communication is with the Program Managers. However the Director has direct contact with management staff throughout the Society and provides regular monthly reports to the Chief Executive Officer. External communications primarily will include attendance at a variety of community/service tables as well as some presentations to the general public and government representatives. Media interviews may occur from time to time. Regular written reports for both internal purposes and public distribution are integral to this position. Communications can be sensitive and the Director must utilize a thorough knowledge of the Society in addition to strong communication and interpersonal skills to respond effectively to inquiries or provide direction.

## ***Duties and Responsibilities***

### **1. Planning / Development**

- 1) Develops policy statements, review and enforce operating policy and procedures, recommending policy changes to the Executive team. Will administer personnel policies and procedures.
- 2) With the Chief Executive Officer collaboratively revises services, and develops services/programs/ activities not currently offered; works co-operatively with such services, shares resources, arranges access to resources of other services.
- 3) Develops and maintains best practices in service delivery; fosters learning and sharing of knowledge.
- 4) Develops staffing plans and recommends staffing levels to accomplish objectives, including revisions to staffing levels as necessary as operational requirements change.
- 5) Holds regular team meetings and ensures good communication between team members.
- 6) Participates as a member of the executive and leaderships teams by attending meetings and serving on committees as required; liaises closely with other Lookout programs, ensuring co-ordination; co-operatively identifies and addresses service needs.
- 7) Promotes public education; establishes and maintains contacts with community partners and government agencies, donor and volunteer groups and other supporters, providing acknowledgements and reporting same to the administration offices of Lookout.
- 8) Participates in the development and management of a well-integrated volunteer/student program providing appropriate feedback.
- 9) Attends approved work-related conferences and seminars to promote and maintain professional development.

## **2. Program Management**

- 1) Oversees, controls and evaluates services and programs including medical services, dental services, harm reduction programs, overdose prevention programs, Safe Consumption Sites, opioid alternative therapies, Counselling services, Psychiatric services, recovery programs, and peer programming. Ensures that within each the Lookout mandate and philosophy is met, supporting minimal-barrier, non-judgmental, flexible caring services.
- 2) Coordinates the administration of the Health Programs, developing and supporting organizational systems to reflect the program roles. Develops necessary documentation and reporting systems to maintain accurate records and communication between the programs and recommend same to the senior Management team.
- 3) Liaises with community partners and government agencies to coordinate and support services and programs.
- 4) Maintains a current knowledge of and complies with all Lookout policies and procedures.
- 5) Performs other related duties as required.

## **3. Human Resources Management**

- 1) Works in tandem with the Human Resources team, including the interpretation and administration of provisions of the Collective Agreement; recommends changes to Collective Agreement wording that may serve the Society's interests in achieving operational goals and objectives. Works with the Human Resources team in investigating and resolving grievances regarding direct reports, up to the second stage of the grievance process; attends and may participate in hearings and negotiations. Maintains employee standards and morale. In conjunction with Human Resources team, ensures discipline of employees, up to termination, is completed as required.
- 2) Directs and supervises the Health Program Managers, including hiring, training, evaluating and disciplining which may include termination. Recommends/approves promotions and transfers. Through Lookouts centralized personnel systems, ensures that relevant information, including salary records, personal histories, reports and performance appraisals are submitted for placement in employee personnel files.

## **4. Accountability / Deliverables**

- 1) Keeps the Chief Executive Officer informed and prepares a variety of reports for the Executive team and a variety of agencies including government.
- 2) Monitors expenditure statements monthly and makes budget recommendations.
- 3) Ensures clients receive the pertinent service; that the goals of each program are met.
- 4) Ensures clients' rights of privacy and confidentiality are maintained in accord with policy, and as required by law or contractual agreement, except in consultation with the Chief



Executive Officer for the proper operation of services. Ensures compliance with FIOPPA and PIPA.

- 5) Investigates complaints and accept suggestions concerning the operation of the programs and instigate appropriate action or refer recommended action to the Executive team.
- 6) Ensures that operations comply with all required regulations and Contractual agreements, Health and Safety Standards and Regulations including WHMIS.
- 7) Participates in and ensures that all Health Program Managers contribute fully in all activities related to COA accreditation (PQI, RASIC, etc.) and Trauma Informed Practice that documentation is completed in a timely manner and maintained correctly.

### ***Qualifications:***

#### **Education, Training and Experience**

Completion of a university degree in health services or related field plus five (5) years of recent related experience working in a non-profit environment including at least four (4) years experience in managing health programs and overseeing personnel or an equivalent combination of education, training and experience.

Must have current Basic First Aid Training Certificate; Crisis Intervention Skills Training an asset. Must pass a criminal records check. Must be bondable.

#### **Skills and Abilities**

1. Demonstrated strong ability to work effectively with others in a supervisory position. Demonstrated excellent communication skills, both verbal and written. Demonstrated ability to manage large workload with multiple priorities. Demonstrated excellent planning and organizational skills. Demonstrated good judgment skills, tact and discretion.
2. Demonstrated knowledge/familiarity/experience with related resources such as welfare system, mental health system, and addiction support organizations. Demonstrated suitability to work with disadvantaged and challenging adults in a diverse environment and maintain appropriate client/worker boundaries.
3. Demonstrated research and analytic skills to investigate and resolve issues and recommend solutions. Demonstrated ability to work independently with minimal direction. Demonstrated ability to provide work direction. Job require good physical and mental health. Proficient at working with computers and operation of equipment related to the job.

**Candidates please email a cover letter and resume as well as preference(s) of location for this opportunity to:**

Terri.Mackay@lookoutsociety.ca

Closing Date **October 5, 2020 5:00 pm.**

\*Please note only shortlisted candidates will be contacted for an interview.