



South London Neighbourhood Resource Centre

Manager of Support Services

Report to:

The Manager will be an employee of the South London Neighbourhood Resource Centre (SLNRC). Day-to-day supervision/consultation will be provided by the Executive Director in the form of formal supervision meetings as well as informal support as requested.

SLNRC is a Neighbourhood Resource Centre with a:

Mission to:

Empower and enrich the neighbourhood in an inclusive environment

Vision to:

Provide opportunities that engage and empower residents to achieve their personal potential and healthy quality of life.

Position overview:

The Manager will lead the successful delivery of Support Services in South London. The position will ensure that low-income individuals, youth, seniors and families have access to basic needs support; be provided with community meals, and are connected to additional resources. Ultimately, we aim to transition individuals out of emergency services and build stable community connections beyond social service support for everyone.

Qualifications:

College or University diploma / degree in Social Services or equivalent social services education or field experience in relation to the job posting.

Commitment:

This is a full-time position for salary position based on (37.5 hrs/week) that will include working the occasional evening & weekend.

Salary: \$55,575

Outcomes:

A. London has safe, vibrant, and healthy neighbourhoods and communities

1.1 Expected Results: *Improve health equity across neighbourhoods*

Metrics:

1.1a) # low income residents are provided with access to basic needs

Employee signature: _____

Date: _____

- 1.1b) # meals are provided for low income residents
- 1.1c) # residents have a strong sense of belonging

B. London is an affordable and supportive community for individuals and families

1.1 Expected Results: *Londoners have equitable access to key services, community supports and recreational opportunities that enhance well being and resilience*

Metrics:

- 1.1a) # residents are provided with programs that foster improved physical, mental and social wellbeing
- 1.1b) # individuals report they are able to access relevance services and resources at a Neighbourhood Resource Centre
- 1.1c) # residents are supported through community partnerships that promote the well-being of Londoners

Manage Support Services

- Lead the delivery of Support Services including; South London Neighbourhood Food Bank, Tax Clinic, the creation and distribution of Hygiene Bags, Meal programs in White Oaks and Westminster, Community Support programs related to seniors and Health workshops such as dental support, and provide a system of daily information & referrals for all participants.
- Represent SLNRC at all community conversation tables related to Basic Needs such as Food Collation, Age Friendly/CYN Basic Needs table, Community Food Centers meetings, Second Harvest conversations, MLHU-Harvest Bucks conversation, Family Centre meetings, Good Food Box committee etc.
- Expand resources to support the food needs to provide over 12,000 meals in the community yearly. (Friday Soup, Breakfast Club, Youth meals, Thanksgiving Dinner, Community Meals to Go during holiday closures)
- Ensure Support Services flow through all programs and services of SLNRC and that recipients meet the criteria of the service.
- Lead the expansion of Support Services through partnership building, grant writing and leading campaign growth based on need.
- Maintain ongoing evaluation, report writing and budgeting expectations of the Support Services Division.

Human Resource Support

- Lead and support all staff aligned to Support Services
- Lead and provide educational growth for Placement Students
- Support flow of community partner volunteers and supports for the success of food distribution

Performs and Adheres to the philosophy of the SLNRC

- Models appropriate behavior for residents and co-workers
- Maintains confidentiality of clients, agency and co-worker information

- Adheres to the mission, vision and values of the agency
- Follows agency policies and procedures.
- Support any other requests assigned by the Executive Director for the betterment of Support Services.

Qualifications:

- Leadership, strong organizational, and time management skills
- Excellent interpersonal skills as well as verbal and written communication skills
- Experience with report writing, maintaining statistics
- Capacity to build relationships with, community members, and Professionals
- Proven ability to work with diverse and ethnic/cultural backgrounds
- Motivated, self-starter
- Capacity to work independently as well as within a multidisciplinary team
- Proficiency with Microsoft office, email, and some knowledge of database entry
- Valid G driver’s license and access to a reliable vehicle is required
- Clearance through a Vulnerable populations police screening process (at our cost)
- Responsible, trustworthy, approachable and friendly
- Regularly being able to lift 50 lbs (20–25 kg) of food and hygiene items

To apply for the position please send resume and cover letter as one Word Document or PDF File via email (with subject line: SLNRC Manager Support Services) by 5pm on February 28th, 2024 to: Vincent Tao, Communication Co-ordinator at vtao@slnrc.ca

Thank you for your interest in this position but only candidates selected for an interview will be contacted. Please do not call.

“We work together to “empower and enrich the neighbourhood in an inclusive environment.”

Employee signature: _____

Date: _____