

Operations Coordinator

A Better Tent City (ABTC) (www.abettertentcity.org) was established in April of 2020 as alternative housing for people experiencing chronic homelessness. We are committed to providing residents with temporary, safe, affordable housing in an environment where they are respected and supported.

The site houses approximately 42 tiny cabins, common buildings that include kitchen and laundry facilities, washrooms, showers and a shared living and dining space for residents. Community organizations provide essential services for residents on site including access to medical care, harm reduction, and a daily evening meal.

Currently, ABTC has four full-time employees who look after site safety and the housing, food and social needs of our residents and site visitors. A number of part-time employees and volunteers supplement this work allowing us to operate a 24/7 schedule.

The ABTC Board would like to expand the team and is looking for an Operations Coordinator.

Responsibilities

Accountable to ABTC's Leadership Team (LT) and Board of Directors (the Board), the Operations Coordinator would assume many of the responsibilities associated with the role of a General Manager / Executive Director and be responsible for:

Overseeing the Operations of the ABTC Site

The Operations Coordinator is responsible for ensuring the healthy functioning of ABTC's site and community. In fulfilling this role the Operations Coordinator will be expected to:

- Manage and support direct reports in the fulfillment of their respective duties for site maintenance and community building
- Collaborate with the Site Coordinator in welcoming prospective residents, assigning cabins, leading intake procedures, overseeing move-ins
- Communicate and enforce behavioral expectations of residents, guests and visitors
- Oversee the administration of the overnight program ensuring that Night Support Workers have the tools and resources to identify and track visitors and guests
- Support staff's engagement of and payment to resident helpers to complete on site tasks
- Facilitate communication across teams including leading weekly staff meetings and scheduled community meetings with LT and residents
- Ensure new staff and volunteers receive orientation and job training
- With the Site Superintendent and Site Coordinator, serve as contact to respond to neighbours
- Manage the ABTC email inbox
- Ensure staff capture and track data and report incidents as directed by the LT
- Arrange for spiritual care of residents, staff, and/or volunteers when needed

A Better Tent City Waterloo Region

Relationships & Rapport

- Fostering positive relationships with residents, other staff, volunteers, neighbours and community partners
- Responding calmly and thoughtfully to/in emergencies

General

Other responsibilities, as may be assigned from time to time.

Required Knowledge, Skills and Experience

- Experience in leadership role managing direct reports
- Familiarity with local housing and support systems for people experiencing chronic homelessness
- Strong organizational and communication skills
- An ease working among residents with mental illness and/or addictions

Work Hours, Schedule and Location

25 to 40 hours/week. May periodically require being on site for short periods on weekends and nights to support employees who work those shifts

Salary: \$32 / hour

Police check for vulnerable sector will be required as condition of employment.

Applications with resumes should be sent to marion@abettertentcity.org