

## **Job Posting: Emergency Shelter Manager**

<b>Status</b>	Full time, permanent
<b>Reports to</b>	Executive Director
<b>Direct Report(s)</b>	Full Time, Part Time, & Casual Emergency Shelter Workers
<b>Location</b>	Peterborough, Ontario
<b>Application Process</b>	Please apply via Charity Village by May 15 <sup>th</sup> , 2026.

The YES Shelter for Youth and Families has been working to end youth and family homelessness in Peterborough City and County since 2000. We are in an exciting period of growth, in our provision of emergency shelter, education programs, outreach services and youth housing opportunities. We are looking for a seasoned leader with proven experience in a management role, leading a team of support professionals. Reporting directly to the Executive Director, the Emergency Shelter Manager provides day to day operational management and leadership to ensure YES' Emergency Shelter is operating efficiently and effectively, delivering exceptional results to our clients and remains compliant with all current legislation and regulations.

YES offers a dynamic working environment, industry competitive wages and benefits, and schedule flexibility. As well as an opportunity to meaningfully contribute your skills alongside a dedicated group of colleagues in service to vulnerable youth and families. If you are looking for a fast paced, flexible, and rewarding leadership role with opportunity for innovation and impact, please apply to join our team.

### **Core Skillset**

This role requires a seasoned shelter supervisor or manager with proven experience in the day-to-day management of a youth and family; leading a team of up to 18 support professionals. Core attributes include: deep knowledge and understanding of youth and family homelessness in Canada; highly relational; critical thinker; collaborative decision maker; crisis intervention; supervisory/leadership skills; clinical minded and passionate about ending homelessness and supporting those in transition.

### **Essential Responsibilities**

- **Work with the Executive Director, and leadership team, on the annual planning and overall shaping of YES' Emergency Shelter program**, providing operational leadership, business planning and a sound program perspective on all growth plans and program initiatives
- **Provide day to day operational management and leadership to the Emergency Shelter team** assigning daily tasks, monitoring client flow and ensuring the safe operation of the shelter
- **Manage the performance of the shelter steam** to ensure successful compliance with the shelters policies and procedures and that a healthy/safe team and client environment is maintained and promoted

- **Responsible for HR management and recruiting activities** as required to successfully attract, retain, develop and when needed transition staff to ensure a high performance and a respectful and healthy workplace focused on client success
- **Respond to client escalations and emergency incidences**, direct the team to follow established emergency protocols, conduct after action reviews and crisis support. Conduct investigations and fact finding reviews as required
- **Work to improve, develop and advance the YES shelter service model** and find new and innovative ways to expand the program and incorporate clinical best practices into everything we do
- **Produce a staff schedule, ensuring adequate coverage of 24/7** operation at all times, ensure the provision of on-call support to shelter staff, including acting in on-call capacity
- **Collaborate with the leadership team**, to provide effective leadership to the organization

## Qualifications

- Passionate about ending youth and family homelessness
- Post-secondary degree in a related discipline (or related experience)
- Minimum of 3 years of management/supervisory experience in a related setting
- Work experience with at-risk youth and families; diverse communities
- Knowledge of and commitment to evidence-based, harm reduction, and strengths-based approaches related to homeless youth and families
- Strong ability to use a computer database and other software to keep notes and produce reports/statistics, including at least intermediate Microsoft Excel skills
- Proven analytical skills to identify trends/potential efficiencies and recommend systems improvements
- Experience in community development and knowledge of relevant community resources
- Demonstrated skills in delivering direct services to marginalized youth and families; Motivational interviewing skills and trauma-informed approach preferred; Clinical supervision skills an asset
- Understanding of privacy legislation
- Experience in a residential or 24/7 setting a strong asset
- Valid driver's licence
- Certification in Standard First Aid
- Criminal record check with vulnerable sector clearance, and CAS clearance

## Core Competencies

- Effective crisis management, de-escalation
- Strong problem solving/decision making skills
- Ability to work proactively with staff using a collaborative and strengths-based management style, including coaching and mentoring skills
- Excellent organizational, communication, and partnership building skills
- Acts with integrity

YES is enriched by the diversity of our client base, and seeks staff who reflect this diversity. YES welcomes applications from those who identify as an individual with a disability, is a member of the LGBTQ2S+ community, is a visible minority and/or identifies as Indigenous. Accommodations are available on request for candidates taking part in all aspects of the selection process.

**Application Process:** Please apply with your resume and cover letter by May 15<sup>th</sup>, 2026, to Aimee Le Lagadec, Executive Director via Charity Village.

*The YES Shelter for Youth and Families appreciates all interest in our work. Only candidates selected for an interview will be contacted.*