



MADISON COMMUNITY SERVICES

POSITION DESCRIPTION

POSITION TITLE : **Assistant Manager / Non-Unionized Position**

REPORTS TO : **PTH Program Manager**

ANNUAL SALARY : **\$ 56,027.53**

ABOUT MADISON:

Madison Community Services is a non-profit organization dedicated to promoting independence, health, recovery, and community integration for individuals living with mental health challenges. We achieve this through the delivery of client-centered, recovery-oriented case management, supportive housing, and a wide array of mental health and settlement services.

Madison is committed to achieving high standards of care that are evidence-based, client-centered, recovery-focused, and aligned with Accreditation Canada's standards. We are dedicated to continuously improving our quality of services through measurable outcomes and performance indicators.

One of Madison's supportive housing programs is the Pathways to Home (PTH) Program. PTH is a 24/7 intensive on-site high support housing program for long-term users of the shelter system with complex mental health and addictions (MH&A) and/or developmental disabilities (DD) – who require high levels of support to address their mental, cognitive, physical health and other significant challenges.

POSITION SUMMARY

The Assistant Manager is responsible for providing support to the PTH Program Manager in specific areas as set out in this Position Description and as required. Overall, this position supports all PTH staff including partnering agencies staff, volunteers and interns in the program, during the evening and weekend shifts and, in addressing client needs as they arise.

In addition, the Assistant Manager is responsible for overseeing all programs including engagement and support activities/groups. They will be responsible for ensuring all Madison clients enrolled in the program, physical and mental health well-being, and are responsible for taking appropriate action during crises.

They will be working closely with program staff, to ensure a high standard of care is maintained for all PTH and Madison clients. The Assistant Manager will be required to take on a managerial

role during their shifts. This position is an evening shift, and the incumbent will be required to work Wednesday through Sunday, 3 pm – 11 pm.

DUTIES, RESPONSIBILITIES, AND RELATED TASKS

Organizational

- Assist the Program Manager in the planning, implementation and, evaluation of PTH programming and day-to-day operations.
- Support the Program Manager in ensuring that all staff comply with the PTH Program's policies and procedures.
- Participate effectively in PTH staff meetings, as well as other designated internal meetings.
- Foster a positive and collaborative team environment that encourages innovation and continuous improvement.
- Ensure staff adhere to Madison's policies, procedures, and funder/legislative requirements (OHSA, PHIPA, Human Rights Code, and Residential Tenancies Act).

Program Services

Working with the Program Manager, the Assistant Manager will (where needed):

- Support staff in dealing with crisis when it arises, and work together to develop a plan to address the situation appropriately in a timely manner.
- Ensure follow-up and documentation of all crisis incidents, notifying the Program Manager by the next business day.
- Work collaboratively with the Program Manager and staff to establish, implement and monitor plans to ensure housing stability in the PTH Program.
- Maintain confidentiality and comply with agency standards and all applicable legislation
- Collaborate with community service providers at the request of the Program Manager.
- Perform duties in a safe manner, in line with Madison's Health and Safety policies and all relevant legislation.
- Co-facilitate staff meetings alongside the Program Manager.
- Encourage and work with staff to ensure clients are able to maintain the cleanliness of their units.
- Provide on-call services as per the on-call rotational schedule.
- Work with Program Manager, Case Managers, and Engagement and Support Workers in managing client needs effectively.
- Ensure that all data collection is accurate and up to date; and create new data on program areas as required.
- Ensuring the accuracy of both, the staff shift change binder, as well as the resource binder.

- Support and facilitate staff, contractors and property management in designing and implementing quality programs that are client centred and provide safety for clients and staff.
- Oversee client programming, including engagement and support activities that align with recovery-oriented and client-centred approaches.
- Collaborate with staff to establish, implement, and monitor individualized housing stability plans.
- Support staff in promoting client health, wellness, and independence while ensuring client rights, dignity, and confidentiality are upheld.
- Maintain accurate, timely, and compliant data collection, client records, and reporting.
- Ensure environmental and client safety, including regular unit inspections, risk assessments, and health and safety compliance.
- Actively participate in client engagement, feedback, and program evaluation processes as per Qmentum requirements.

Administrative/Operational

- Maintain client files and documentation according to agency, funder, and quality record-keeping standards.
- Assist with preparation of reports, service statistics, outcome measures, and quality indicators.
- Ensure shift change documentation and resource binders are accurate and updated.
- Support orientation, supervision, and performance evaluation of new staff, contractors, students, and volunteers.
- Implement and monitor infection prevention and control (IPAC) practices and ensure staff compliance.
- Conduct regularly scheduled client unit inspections.
- Assist in the orientation for new program staff.

Community Relations

- Develop and maintain collaborative relationships with hospitals, shelters, service providers, and community partners.
- Represent Madison in professional networks and committees as assigned, ensuring Madison's values and service philosophy are communicated effectively.
- May assist in the training and supervision of students and/or volunteers.

Professional Development

- Set annual performance and professional development goals.
- Participate in regular supervision with the Program Manager.
- Attend relevant conferences, workshops and other in-service events as approved.
- Be knowledgeable of Madison Community Services policies, procedures, standards and guidelines of operation.
- Participate in agency internal consultations and committees as requested.
- Other duties as required

KNOWLEDGE AND SKILLS

- Strong written and verbal English communication skills.
- Good understanding of relevant provincial and local legislation and government policies, procedures and practices pertaining to housing.
- Competencies in the provision of services offered by Madison Community Services.
- Knowledge of client-centered approach, basic principles and, practices of community service delivery.
- Knowledge of community resources related to mental health services.
- Demonstrates diplomacy and negotiation skills in client and system advocacy.
- Demonstrates good interpersonal and networking skills.
- Demonstrates skills in assessment, planning, and problem-solving strategies.
- Ability to apply crisis intervention strategies when appropriate.
- Ability to manage crises.
- Knowledge of mental health, developmental disabilities and substance use challenges.
- Ability to use staircase and lift at least 10kg - 20kg objects.

QUALIFICATIONS

- Minimum 3 years' experience in mental health and/or supportive housing.
- University degree or equivalent education and experience that are relevant to mental health supportive housing and/or social housing and/or mental health & addictions case management is preferred.
- Possess strong leadership skills demonstrated through the ability to effectively guide teams, inspire and motivate individuals, manage conflicts, and consistently achieve organizational goals.
- Strong understanding of the recovery model and best practices regarding mental health, supportive housing and mental health case management.
- Strong computer skills, particularly with MS Office, Excel and Pirouette.
- This position is an evening shift, and the incumbent will be required to work **Wednesday through Sunday, 3 pm – 11 pm.**

KEY PERFORMANCE INDICATORS (KPIs)

This position contributes to Madison's organizational scorecard through:

- **Client Goal Achievement** – % of clients meeting individualized service plan goals
- **Housing Stability** – # of days housed; tenancy retention rate
- **Client Satisfaction** – Quarterly survey scores and feedback implementation
- **Service Accessibility** – Waitlist times and timely intake measures
- **Health Outcomes** – Reduction in ER visits, hospitalization rates, and crisis calls

- **Compliance** – Adherence to documentation, safety, and privacy standards as per accreditation guidelines
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WORKPLACE ENVIRONMENT

The Pathways to Home program operates in a high-support housing environment. Staff should expect exposure to second hand smoke, substance use, and varied client behaviors related to mental health and/or developmental challenges.

COMMITMENT TO EQUITY, DIVERSITY, AND INCLUSION

Madison Community Services is an equal opportunity employer committed to building an inclusive, accessible, and equitable workplace. We strongly encourage applications from individuals who identify as Francophone, BIPOC, Indigenous, LGBTQ2S+, persons with disabilities, and newcomers. *Accommodations are available upon request throughout the hiring process.*

COMMITMENT TO QUALITY AND ACCREDITATION STANDARDS

This role is integral to Madison's ongoing commitment to quality care and meeting the Accreditation Canada Qmentum standards related to:

- Client-centered service delivery
 - Cultural competence and safety
 - Staff training and supervision
 - Performance measurement
 - Risk management and continuous quality improvement
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We encourage all applicants to review Madison's website to learn more about us at www.madisoncs.org

Applicants are requested to submit their resume and cover letters to careers@madisoncs.org expressing their interest in the position on or before January 30th 2026.

We thank all applicants for their interest; however only those candidates selected for an interview will be contacted.