

Job Posting #2025-018

Position:	Manager, Residential Programs	Job Status:	Permanent Full Time
Hours of Work:	Days, 8:30am-4:30pm	Reports to:	Senior Director, Clinical Services
Location:	In-person, 228 Dundas Street East, Belleville	Salary Range:	\$72,000 – \$95,000
Date Posted:	March 12, 2025	Union/Non-union:	Non-union
		Closing Date:	Open until filled

About Us:

The Canadian Mental Health Association Hastings Prince Edward (CMHA HPE) provides a wide range of services and programs to support individuals aged 16 and older in achieving their mental health and addiction recovery goals. Committed to promoting mental wellness and resilience, CMHA HPE offers crisis intervention, addiction services, and mental health support, ensuring everyone in the community has access to the resources they need to feel well. By fostering inclusive and supportive environments, CMHA HPE empowers individuals to lead fulfilling and healthy lives. For more information, visit [CMHA HPE](#).

Position Summary:

The Manager, Residential Programs, is responsible for the leadership, development, and oversight of CMHA HPE's residential programs. Our programs provide transitional housing and support services to individuals experiencing homelessness or housing instability due to mental health and/or addictions challenges. Reporting to the Director, the Manager ensures the program is client-centered, evidence-based, and aligned with CMHA HPE's strategic priorities. As a key member of the Leadership Team, the Manager oversees service delivery, ensures program compliance with relevant legislation and funding agreements, and fosters relationships with community partners to enhance housing stability and mental health outcomes. This role involves direct supervision of residential program staff, budget management, risk assessment, and quality improvement initiatives. The Manager plays a crucial role in supporting and overseeing recovery-oriented housing programming that empowers clients to transition successfully into permanent, stable housing.

Qualifications & Experience:

- Bachelor's degree in Social Work, Psychology, Nursing, Public Health, or a related field; Master's degree preferred.
- Certification or registration with a relevant regulatory body (e.g., RSW, RN, RP) is an asset.
- Additional certifications in housing-first, trauma-informed care, or crisis intervention are beneficial.
- Minimum of 5 years of progressive leadership experience in residential programs, addictions and mental health, or social services.
- Experience managing multidisciplinary teams in a unionized environment.
- Proven ability to develop and implement programs that align with funder expectations and best practices.
- Expertise in housing-first models, supportive housing, and mental health recovery-oriented care.
- Strong understanding of legislative and policy frameworks related to housing, mental health, and social services.
- Proficiency in program evaluation, data analysis, and continuous quality improvement.
- Ability to inspire, mentor, and develop high-performing teams.
- Skilled in conflict resolution, performance management, and fostering an inclusive work environment.
- Experience in strategic workforce planning, recruitment, and succession management.
- Excellent verbal and written communication skills to engage diverse stakeholders, including funders and community partners.
- Ability to build and maintain collaborative relationships across multiple sectors.
- Strong facilitation and presentation skills for training and community engagement.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and data management systems.
- Experience with electronic health record systems and case management software.
- Familiarity with HRIS and financial management tools for program administration.
- Must possess a valid Ontario Driver's License and have regular access to a reliable vehicle and provide proof of adequate vehicle insurance.
- Required to provide a satisfactory criminal reference check (CRC) and Vulnerable Sector prior to hire

BENEFITS AND PERKS:

At the CMHA HPE, we prioritize the well-being and professional growth of our employees. We offer a comprehensive benefits package that includes health, dental, and vision insurance, a generous paid time off policy, and an employer-matched pension plan through HOOPP. Our team members enjoy flexible work arrangements to support a healthy work-life balance, ongoing professional development opportunities, and access to wellness programs and resources. Additionally, we provide a supportive and inclusive work environment that values diversity and fosters a culture of collaboration and respect. Join us and be part of a community dedicated to making a meaningful impact on mental health and well-being.

HOW TO APPLY:

Please submit a resume and cover letter quoting competition number 2025-018 to careers@cmhahpe.ca.

ACCESSIBILITY STATEMENT:

The Canadian Mental Health Association HPE is committed to creating an inclusive and accessible workplace for all employees. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), we strive to ensure that our recruitment and hiring processes are barrier-free and provide accommodations for candidates with disabilities. If you require an accommodation at any stage of the recruitment process, please inform us and we will work with you to meet your needs. We are dedicated to fostering an environment that respects and values the diversity of our team and the communities we serve.