

CLASSIFICATION DECISION Management Group



Position Title:	Manager, Whitehorse Emergency Shelter & Program Support (TA)
Department	Health and Social Services
File Number:	112000

Evaluation Result:	MG04
Effective Date:	December 20, 2021
Evaluation Date:	December 23, 2021

Group Allocation Rationale:

MG – Position oversees and manages the Whitehorse Emergency Shelter (WES) and leads and manages the design, development, implementation and evaluation of the delivery of support services within facilities...

Points Summary

Know-How	Problem Solving	Accountability	Physical Effort	Physical Environment	Sensory Attention	Mental Stress	Total Points
350	152	175	2	4	7	19	709

Know-How:	Rating:	Benchmark Comparisons:
Cognitive Know-How	E+	Similar to MG04-3, Manager, Family Services
Managerial Know-How	TI.	Stronger in Cognitive Know-How than MG05-1, Director, Fire and Life Safety
Human Relations Skills	3	Stronger in Managerial Know-How than MG04-1, Manager, Highway &
	.41	Airport Design & Construction

Problem Solving:	Rating:	Benchmark Comparisons:
Thinking Environment	E	Similar to MG05-1. Director, Fire and Life Safety
Thinking Challenge	4	Stronger in Thinking Challenge than MG05-3, Director, Retail Sales &
%PS/KH	43%	Territorial Agent Services

Accountability:	Rating:	Benchmark Comparisons:
Freedom to Act	E-	6: 1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-
Magnitude	2	Similar to MG05-2, Area Superintendent of Transportation Maintenance
Job Impact on End Results	Р	Weaker in Freedom to Act than MG05-1. Director, Fire and Life Safety

Working Conditions:	Rating:	Benchmark Comparisons:
Physical Effort	PAM2	
Physical Environment	EAM4	Similar in Physical Effort, Sensory Attention and Mental Stress to, and
Sensory Attention	S2M7	Stronger in Physical Environment than MG04-3, Manager, Family Services
Mental Stress	M3C19	

Classification Analyst:	Approved by:	Data entry by:	
_ Ptelst		2021.12.23	

DISTRIBUTION: PSC (original), Department, Employee

List of Duties

Identifying Data

Position Title: Manager, Whitehorse Emergency

Shelter and Program Support

Position Number:

Branch: Social Supports Location: Whitehorse

Supervisor's Title: Director, Social Supports

Medical Clearance Required: Yes Security Clearance Required: Yes

Department: Health and Social Services

Date: December, 2021

Principal Duties and Responsibilities

Involvenant of 1. Mgr, 55 Program Support

Leads and manages the design, development, implementation and evaluation of the delivery of support services within facilities. This would include liaising and engaging with internal Yukon government departments and external stakeholder groups such as clients, community groups and others in order to evaluate the quality and levels of food services, house keeping, laundry, reception, building maintenance, and contract administration services required and resolving problems which may occur.

mgr, WES

2. Oversees and manages the Whitehorse Emergency Shelter services for homeless and street-involved adults in the Yukon. In alignment with government mandate and departmental priorities, develops and implements the shelter's strategic goals and operational plan. Oversees the development, implementation, and revision of shelter policies, procedures, and practices incorporating best and promising practices. Supports the implementation of program monitoring and evaluation, including implementing changes to service delivery based on performance measurement indicators.

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3. Manages the program budget to ensure effective use of financial and staffing resources aligned with departmental and program goals to best meet a range of service delivery and program needs. This includes negotiating and managing funding agreements with contracted service providers and vendors; forecasting and preparing annual capital and O&M budgets for approval by the Director, in partnership with finance staff; controlling and tracking expenditures and variances to ensure budget compliance; managing discretionary costs; and, proposing reallocation of resources or additional new resources to best meet service delivery and program needs.

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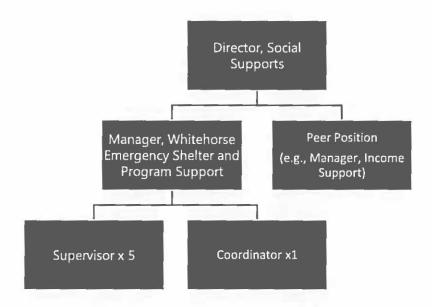
Engages with multiple internal and external parties to assess and adapt programs and services. Strives to ensure services respond to changing program and community needs. This response includes using feedback, data, and other sources of information. Identifies service delivery and program gaps, on and off-site. Provides expert advice and consultation to effectively and efficiently close gaps.

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5. Provides supervision to staff and manages personnel resources. This includes ensuring a safe workplace and ethical service delivery; providing guidance, coaching, and direction to staff to ensure program objectives are met; supervising staff performance; implementing performance management, as needed; and supporting staff to adopt policy, practice, or process changes. This includes taking lead on many employment relations matters, including working with Human Resources, Occupational Health and Safety, Public Service Commission, Labour Relations, the Yukon Employees Union (YEU), and so forth to meet the arising workplace needs.

- 6. Develops and fosters collaborative working relationships and community partnerships with a wide variety of stakeholders, such as other governments (including First Nations), internal departments/branches, boards, agencies, non-governmental organizations, service partners, service users/tenants, staff, RCMP, and Shelter community neighbours/businesses. This includes engaging with key stakeholders as well as supporting the development and implementation of public and targeted communications initiatives, including both routine update communications as well as issue-specific communications. This further includes chairing and/or participating in committees and other multiparty groups that support the Shelter's operations.
- 7. Prepares or directs the preparation of briefing, informational, decision-making materials and casework correspondence for the Director, Assistant Deputy Minister, Deputy Minister, or Minister on issues or situations within the unit. This includes direct collaboration with the units responsible for issues management and communications to ensure a factual and effective response to stakeholder, public, political, and media inquiries.
- 8. Provides oversight and coordination of IT systems, assets and facilities, and health and safety regulations and standards. This includes ensuring IT systems align with program needs and HIPMA requirements as well as ensuring assets, facilities, and program operations align with health and safety regulations and standards.
 - 9. Participates as a key member of the Branch's management team, including in the development, implementation, and evaluation of branch or divisional plans, approaches or strategies. May also attend meetings or act on behalf of the Director.

Organization Chart



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