



**CLASSIFICATION DECISION**  
**Management Group**

LOD

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

<b>Evaluation Result:</b>	MG04
<b>Effective Date:</b>	December 20, 2021
<b>Evaluation Date:</b>	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

<b>Know-How:</b>	<b>Rating:</b>	<b>Benchmark Comparisons:</b>
Cognitive Know-How	E+	Similar to <u>MG04-3, Manager, Family Services</u>
Managerial Know-How	II	Stronger in Cognitive Know-How than <u>MG05-1, Director, Fire and Life Safety</u>
Human Relations Skills	3	Stronger in Managerial Know-How than <u>MG04-1, Manager, Highway &amp; Airport Design &amp; Construction</u>

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

<b>Accountability:</b>	<b>Rating:</b>	<b>Benchmark Comparisons:</b>
Freedom to Act	E-	Similar to <u>MG05-2, Area Superintendent of Transportation Maintenance</u>
Magnitude	2	Weaker in Freedom to Act than <u>MG05-1, Director, Fire and Life Safety</u>
Job Impact on End Results	P	

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

<b>Classification Analyst:</b> <i>J. P. Delaney</i>	<b>Approved by:</b>	<b>Data entry by:</b> 2021.12.23
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DISTRIBUTION: PSC (original), Department, Employee

## List of Duties

### Identifying Data

**Position Title:** Manager, Whitehorse Emergency Shelter and Program Support

**Position Number:**

**Department:** Health and Social Services

**Branch:** Social Supports

**Location:** Whitehorse

**Supervisor's Title:** Director, Social Supports

**Medical Clearance Required:** Yes

**Security Clearance Required:** Yes

**Date:** December, 2021

### Principal Duties and Responsibilities

1. 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.
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.
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.
4. 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.
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.

- #5 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 multi-party groups that support the Shelter's operations.
- #7 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.
- involvement of  
mgr, SS Program  
Support? 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/  
10 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

