



MANAGER, INTERIM HOUSING
Full-time – 35 Hours/Week
(permanent, based on sufficient funding)
Requires English plus one or more of the following: Arabic, French, Somali)

Competition No. 2026.09.29
(To apply, please follow “How to Apply” instructions at the bottom)

POSITION SUMMARY

The Manager, Interim Housing is responsible for the day-to-day management and operation of Welcome Place's Interim Housing program, ensuring safe, respectful, consistent, and responsive temporary accommodation and supports for refugee claimants and other eligible residents.

The Manager provides direct leadership to Interim Housing staff and is accountable for staffing, resident relations, intake and occupancy, safety and security, facilities, food services, programming, partnerships, reporting, and program resources. As a member of the management team, the Manager works closely with the Senior Manager, Integrated Refugee Services and other program areas to respond to emerging needs, manage operational risks, and maintain effective service delivery.

KEY RESPONSIBILITIES

Program Operations & Staff Leadership

- Manage the day-to-day operation of Interim Housing, establishing priorities, workflows, staff coverage, and allocation of responsibilities.
- Provide direct supervision, coaching, and performance management to Interim Housing staff and ensure clear expectations, effective communication, and appropriate training.
- Lead or participate in recruitment, interviewing, selection, hiring, onboarding, and workforce planning for Interim Housing employees.
- Develop staff schedules, manage absences and coverage, monitor overtime, and approve scheduling and leave requests within delegated authority.
- Address attendance, conduct, and performance concerns and participate in progressive discipline and termination processes in consultation with senior management as appropriate.
- Facilitate regular staff meetings and promote a respectful, inclusive, collaborative, and psychologically safe workplace.
- Ensure organizational policies, procedures, collective agreement provisions, and service standards are consistently implemented.

Resident Services, Intake & Occupancy

- Oversee resident intake, placement, room allocation, occupancy, admissions, departures, and transitions in coordination with referral partners and internal teams.
- Monitor occupancy, length of stay, barriers to permanent housing, and emerging capacity pressures, working with settlement and housing staff to support successful resident transitions.
- Address resident concerns, complaints, conflicts, and serious or repeated breaches of Interim Housing expectations and support staff with complex or escalated situations.

- Lead conflict resolution, resident warnings, behavioural agreements, and discharge/eviction processes in accordance with organizational procedures, consulting with senior management on serious or high-risk matters.
- Ensure residents receive consistent information regarding Interim Housing expectations, available services, and supports.
- Ensure resident decisions, movements, incidents, and other required information are appropriately documented.

Safety, Security, Facilities & Food Services

- Maintain oversight of facility safety, security, cleanliness, maintenance, and operational readiness, including regular walkthroughs and timely follow-up on identified concerns.
- Coordinate maintenance, pest control, inspections, contractors, service providers, room turnover, and the condition of resident rooms, common areas, equipment, and amenities.
- Review incident and security reports, coordinate responses to serious incidents or emergencies, and liaise with security, emergency services, and senior management as required.
- Ensure staff understand and follow safety, emergency response, incident-reporting, and escalation procedures and participate in emergency preparedness activities.
- Oversee resident meal services, including coordination with food-service providers, staff, volunteers, and partners, and ensure appropriate food-safety practices and required certifications are maintained.
- Identify recurring facility, safety, security, or food-service concerns and implement or recommend corrective action.

Programming, Partnerships & Resident Engagement

- Oversee resident programming, workshops, information sessions, recreational activities, community connections, and other opportunities that promote independence and successful transition from Interim Housing.
- Identify emerging resident needs and work with internal programs and external organizations to develop appropriate service responses.
- Ensure interpretation, accessibility, and communication needs are identified and addressed.
- Coordinate resident meetings and other opportunities for resident feedback and engagement.
- Develop and maintain relationships with referral organizations, community partners, service providers, volunteers, and other stakeholders.
- Represent Welcome Place and Interim Housing at meetings, community tables, tours, presentations, and stakeholder activities as required.

Financial, Data & Program Accountability

- Monitor Interim Housing expenditures and resources within approved budgets, approve routine purchases within delegated authority, and provide input into program budgets, staffing requirements, and operational forecasts.
- Ensure program resources, supplies, equipment, and contracted services are appropriately managed and identify opportunities for efficiencies.
- Ensure operational data, statistics, documentation, and records are accurate, complete, and submitted within required timelines.

- Monitor trends in occupancy, length of stay, resident needs, incidents, and service demand and provide analysis and recommendations to senior management.
- Prepare operational reports and contribute to government/funder reporting, ensuring program requirements, service expectations, and established targets are monitored.
- Ensure staff complete required client documentation and data entry; primary client data entry and case-file management remain the responsibility of designated front-line staff.

Organizational Leadership

- Participate as a member of Welcome Place's management team and contribute to organizational planning, decision-making, risk management, and service improvement.
- Keep the Senior Manager and Executive Director informed of significant operational issues, staffing concerns, emerging risks, and program pressures.
- Identify service gaps and recommend improvements to staffing, policies, procedures, programming, and resource allocation.
- Work collaboratively across Welcome Place programs to support coordinated and responsive services.
- Perform other related management duties consistent with the responsibilities of the position.

QUALIFICATIONS

Essential

- Fluency in English and in a second language relevant to resident populations.
- Strong leadership, staff supervision, coaching, and performance-management skills.
- Sound judgment and ability to make timely decisions in a complex and changing operational environment.
- Strong organizational, planning, problem-solving, conflict-resolution, and de-escalation skills.
- Ability to respond effectively to emergencies, crises, and challenging situations.
- Strong written and verbal communication and relationship-building skills.
- Ability to work effectively across cultures and with community partners, government, service providers, and other stakeholders.
- Knowledge of budgeting, resource management, operational reporting, and data analysis.
- Understanding of confidentiality, privacy, professional boundaries, organizational policies, and collective agreement requirements.
- Proficiency with Microsoft Office and relevant database/client-management systems.
- Satisfactory Police Record Check, including Vulnerable Sector Check, and Child Abuse Registry Check.
- Valid First Aid/CPR certification.
- Ability to work primarily on-site and flexible hours, including occasional evenings and weekends.
- Ability to respond to urgent operational matters outside regular working hours when required.
- Valid driver's license and reliable transportation.

Assets

- Knowledge of Winnipeg's housing, homelessness, settlement, and community-service systems.
- Experience with government-funded programs and reporting.
- Training in crisis intervention, de-escalation, trauma-informed practice, or mental health first aid.

EDUCATION/EXPERIENCE

- Post-secondary education in social services, community development, public/business administration, management, or a related field, or an equivalent combination of education and experience.
 - Minimum five years of progressively responsible experience in social services, housing, shelter, settlement, community programming, or a related environment.
 - Minimum two years of supervisory or management experience, including direct staff supervision and performance management.
 - Demonstrated experience managing complex program or facility operations.
 - Experience working with newcomers, refugees, refugee claimants, and/or vulnerable populations.
 - Experience in a unionized environment and/or housing, shelter, transitional accommodation, or residential programming is an asset.
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COMPENSATION

- \$55,000 - \$65,000 annually, dependent on experience and qualifications.
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HOW TO APPLY

Please submit your resume and cover letter that clearly states:

- **Competition Number** (noted at top)
- **How you meet the qualifications, education, and experience criteria**

Email in confidence to:

Human Resources
Manitoba Interfaith Immigration Council Inc.
Email: careers@miic.ca

Deadline to Apply: October 13, 2026, 4:00 PM