



JOB POSTING TRANSITIONAL HOUSE MANAGER

Our Vision

*The Native Canadian Centre of Toronto is dedicated
to helping all of our relations on their journey*

The Native Canadian Centre of Toronto (NCCT) is a non-profit, charitable organization located in the heart of downtown Toronto. The NCCT offers a wide range of Indigenous programs and services based on Indigenous cultural traditions and teachings.

I Job Title: Transition House Manager

II Employment Term & Work Hours:

- Permanent Full-Time
- Compensation is commensurate with experience and education
- 40 Hours Per Week. Monday-Friday 9 am - 5 pm, occasional overtime

III Department: Youth Program

IV Direct Report: Youth Program Manager

V Position Summary:

The Transitional House Manager is responsible for overseeing the daily operations, programs, and services of the Transitional House. This role ensures a safe, structured, and supportive environment for youth residents by enforcing policies, managing tenancy issues, supervising staff, and fostering community partnerships. The manager will also provide basic case management and facilitate access to external resources while ensuring compliance with organizational and regulatory standards.

VI Duties and Responsibilities:

To perform this role successfully, the incumbent must demonstrate the ability to fulfill each essential duty with professionalism and efficiency. The qualifications listed below represent the knowledge, skills, and abilities required:

- Uphold confidentiality and minimize risk in all interactions.
- Promote health and well-being by recognizing social determinants of health.
- Foster a collaborative and interdisciplinary team environment.
- Respect and value the diverse experiences and needs of youth.
- Supporting data collection, analysis, and reporting for research and program evaluation.
- Promoting awareness of and participation in NCCT activities.

Policy Compliance & Program Oversight

- Implement and enforce Transitional House policies and procedures and ensure consistent application.
- Ensure compliance with house regulations, lease agreements, and program expectations.
- Develop strategies to mitigate policy violations and ensure a safe and supportive environment.
- Assist in policy development related to operational procedures.

Youth Engagement & Tenancy Support

- Educate tenants on house policies and promote accountability for maintaining units and common areas.
- Promote a sense of responsibility among tenants for maintaining their units and common areas.



- Promote tenant involvement and engagement in house activities and responsibilities.
- Address tenancy concerns, including complaints, lease violations, applications, and transfer requests.
- Ensure proper handling, security, and confidentiality of tenant files and personal information.
- Promote a supportive and inclusive living environment for all residents.

Staff Supervision & Administrative Management

- Provide ongoing supervision and direction for house operations and staff responsibilities.
- Guide staff in effectively addressing tenant concerns and enforcing policies.
- Provide staff training, assist with onboarding documentation, and report staffing needs and concerns to management.
- Prepare management reports, including staff schedules, on-call and relief staff coordination, and timesheet approvals.
- Oversee procurement and inventory management of household and office supplies.

Case Management & Community Collaboration

- Provide on-site basic case management for youth residents and facilitate community referrals.
- Establish and maintain relationships with external service providers and community networks to enhance support for residents.
- Support residents with life skills development and access to external resources.

This role requires a strong understanding of best practices in working with vulnerable populations, tenant rights, and youth support services to maintain a structured, supportive, and well-managed housing environment.

VII QUALIFICATIONS:

Education & Experience

- Post-secondary degree or diploma in Social Work, Community Services, Youth Work, or a related field.
- Minimum of 3 years of experience working with vulnerable populations, particularly youth in transitional or supportive housing.
- Minimum of 3 years related experience in providing support to vulnerable individuals with or at risk of mental illnesses, problematic substance use and/or addictions.
- Knowledge and experience working within Indigenous communities or organizations is an asset.
- Experience in crisis intervention, tenant relations, and positive leadership/mentoring.

Knowledge & Skills

- Knowledge of community resources and referral processes for youth services.
- Ability to develop and enforce policies while maintaining a supportive and inclusive environment.
- Familiarity with social determinants of health and trauma-informed care.
- Strong understanding of tenant rights, housing policies, and best practices in youth support services.
- Strong knowledge of cultural sensitivity to Indigenous communities and cultures.
- Strong understanding of therapeutic relationships, goal-setting, and client autonomy, with the ability to actively listen and provide supportive, empathetic engagement.

Leadership & Communications

- Strong interpersonal and conflict-resolution skills to manage tenant concerns effectively.
- Excellent verbal, written, and active listening skills.
- Experience supervising staff, scheduling, and overseeing day-to-day housing operations.
- Ability to foster collaboration among staff, tenants, and external stakeholders.



- Ability to organize activities and engage residents.

Administrative & Other Skills

- Experience in maintaining tenant records and ensuring confidentiality.
- Strong organizational skills to manage reporting, budgeting, shift scheduling and compliance with regulations.
- Proficiency in Google Workspace and other relevant case management software, with strong computer skills.
- Knowledge and experience working within Indigenous communities or organizations is an asset.
- Ability to perform physical duties (i.e. lifting, cleaning) as required.
- Criminal Reference Clearance (CPIC) and/or Vulnerable Sector Clearance are requirements for the employment offer.
- Must be legally entitled to work in Canada per relevant provincial or territorial legislation and regulations.

VIII Working Conditions:

- Rooming House Settings
- Office with shared desk space
- Occasional travel required to main office
- Exposure to emotionally challenging situations and emergencies
- Evening, weekend, and on-call availability may be required to address urgent operational concerns

IX Physical requirements:

- Ability to climb up and down 4 flights of stairs
- Frequent movement to assist youth, and uphold household maintenance or reorganization
- Able to lift up to 25 lbs
- Sitting for extended periods when completing administrative tasks

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The successful candidate is expected to contribute positively to the implementation of the NCCT’s vision and mission, operate in a collaborative team setting and maintain high and professional productivity levels and quality of service.

This is a full-time position. Salary is commensurate with education and experience. Although preference will be given to Indigenous applicants (First Nations, Metis and Inuit), all qualified candidates are encouraged to apply. We thank all applicants for their interest however only those candidates selected for interviews will be contacted. If this position interests you, please submit your resume and a cover letter to:

Wanda Green, Interim Human Resources Manager

wanda.green@ncct.on.ca

Deadline to Apply: Until Filled

SUBJECT LINE:

NCCT – Youth Department – Transitional House Manager

The Native Canadian Centre of Toronto is an equal-opportunity employer. We are committed to providing an inclusive and barrier-free selection process and work environment. If contacted in relation to an employment opportunity, please advise our HR team at wanda.green@ncct.on.ca of the accommodation measures required. Information received relating to accommodation will be addressed confidentially.