

**Position:** Silver Brush Manager (Non-bargaining unit position)

**Salary Range:** Base amount & performance based with benefits

**Repost date:** December 5, 2018

**Deadline:** December 14, 2018

The Silver Brush is a social enterprise with the purpose to create real employment opportunities for psychiatric survivors and others who are at risk of homelessness in Toronto. We help to develop new job skills that increase future employment and economic opportunities to those who face barriers to employment. Since 2010 The Silver Brush has been successfully employing men and women from various backgrounds and economic circumstances. Please refer to our website for more information about The Silver Brush program: <http://parc.on.ca/programs/silver-brush/>

**General Responsibilities:**

The Manager has the overall responsibility for the management of The Silver Brush. The Manager is responsible for developing the social purpose enterprise and overseeing its day-to-day operations. The manager is responsible for providing quality painting services to customers and developing a financially viable enterprise which promotes staff health and safety.

The Manager in many cases must operate under time pressures and on occasion must be able to work outside regular office hours. The Manager must be able to take initiative make decisions and be capable of handling multiple assignments and priorities and adapting to a fluctuating work load

The Manager implements initiatives and directives from the Steering Committee; ensuring that all work meets required standards and guidelines; develops systems and policies for business management and operations issues; and schedules and supervises staff

The Manager is responsible for preparing status and analytical reports to make critical decisions, and support the Steering Committee in making decisions regarding overall business operation.

The Manager ensures compliance with The Silver Brush policies and procedures, and relevant legislation, regulations, and Codes

This position requires an individual who can:

- Provide leadership in planning and ensure that all business functions and operations are developed
- Demonstrate strong decision-making capability
- Implement organizational initiatives and goals
- Develop and deliver funding initiatives
- Make critical decisions and recommendations related to maintaining a social purpose business

## **Areas of Responsibility:**

### **1. Business/ Enterprise Development**

- Accountable for developing business management systems including:
  - Business practices & procedures
  - Marketing and sales plans
  - Staff recruitment, training & supervision
  - Process for supply of materials & other resources
  - Financial systems including accounts receivable & payable
  - Standards of service
- Manages the business ensuring all stakeholders are kept well informed
- Responsible for preparing funding proposals to develop and sustain the business
- Demonstrates understanding and role modeling of Social Purpose Enterprise philosophy, values and approaches to alternative businesses
- Promotes a collaborative, learning and team-based culture by role modeling and encouraging others
- Ensures all employment legislation is followed, along with PARC standards, policies and procedures

### **2. Enterprise Management**

#### **2A. Marketing and Sales**

- Development of marketing plan
- Customer Relationship Management
- Estimating & Pricing
- Contract Development

#### **2B. Operations**

Responsible for all components of enterprise operations including:

- Scheduling of staff and contracts
- Leading Paint Crews & Painting as Needed
- Quality Control

#### **2C. Staff Development**

- Develops and monitors enterprise and individual staff training plans
- Provides regular on the job training to staff
- Refers & connects enterprise staff to peer and/ or professional support

### **3. Customer Service and External Stakeholders**

- Ensures appropriate customer service practices including making personal contact
- Responds to customer needs and complaints effectively
- Monitors customer satisfaction and revises operational and business plans accordingly
- Develops and maintains productive relationships that build mutual respect with external stakeholders

**4. Planning, Budget and Financial Administration**

- Provides relevant documentation and reports to the Steering Committee for approval regarding the business
- Ensures proper financial and administrative procedures are in place and can demonstrate to the Steering Committee that internal control & guidelines are being followed
- Prepares annual budget of the business for the Steering Committee's review and approval
- Develops enterprise financial and performance management reports
- Responsible for administrative duties associated with the business
- Manages conflict constructively and creatively

**5. Staffing, Leadership & Technical Skills**

- Responsible for the day-to-day supervision of enterprise employees, including but not limited to scheduling, staff attendance, performance coaching, hiring and dismissal
- Ensures effective performance management including goal setting, training and development and constructive feedback
- Responsible for preparing/drafting relevant job postings, performance appraisals, discipline in consultation with the Steering Committee
- Responsible for staff training in the workplace operations ensuring standard practices are followed, i.e. health and safety, use of equipment, and provides hands-on practical support.
- Ensures appropriate community development processes and principles are established and followed within the business in conjunction with sound business practices
- Assess staffs skills levels & assigns roles accordingly
- Assess individual staff training needs and provide access to appropriate training opportunities

**6. Development**

- Monitors, supports and develops direct reports to Steering Committee, funders or government departments
- Trains staff in the operations ensuring standard practices are followed and provides hands on practical support
- Develops training and development strategies for direct reports
- Gives and receives information in ways that contribute to the learning and growth of others
- Identifies and demonstrates openness to own learning and development needs

**7. Other duties as assigned**

**8. Education, Experience, Knowledge and Skills:**

**Essential**

- Post-secondary education or equivalent experience
- Proven experience in painting or related property management or construction sectors
- Excellent customer service and interpersonal skills for effective service delivery and team work
- Good supervisory and leadership skills

- Good administrative and organizational skills
- Sound judgment
- Valid Ontario Driver's License & good driving record

**Desirable**

- Proven experience in and applied understanding of community economic development
- Progressive experience in a business development role, preferably at least two years
- Sound understanding of and experience with alternative businesses
- Experience and applied understanding of the psychiatric survivor/consumer and marginalized community, its challenges and opportunities
- A thorough understanding and role modeling of community economic development philosophy, values and approach to alternative businesses and social purpose.