

POSTING

ASSISTANT MANAGER

Permanent Full Time (35 hours per week) - 2 Positions
(This position requires work outside normal office hours)

WorkBC Employment Services

North Surrey & Newton Location

The Assistant Manager is responsible for assisting the Program Manager in the service development and service delivery of the WorkBC Employment Services Center, in accordance with legislation, regulations, contractual commitments, Options Community Services (OCS) policies and commonly accepted practice standards. The Assistant Manager supports all aspects of the day-to-day operation of WorkBC Employment Services including the supervision of staff and assigned volunteers. This position participates in staff recruitment, hiring, orientation, training, supervision, evaluation and discipline when needed. The Assistant Manager takes initiative and in consultation with the Program Manager, sets goals and objectives to ensure the success of OCS and the program. The focus of this position is to ensure that staff are supported in operations and service delivery. Working with the Program Manager, the Assistant Manager compiles data and information for reports, makes recommendations and provides input for the preparation of annual and long range program plans. The Assistant Manager identifies service gaps and opportunities to enhance services as well as carries out initiatives for marketing events and services. The Assistant Manager acts as Program Manager in their absence.

KEY DUTIES AND RESPONSIBILITIES:

1. Along with the Program Manager, assists with all aspects of program operations to ensure the efficient and effective delivery of services and develops clear and logical service guidelines and procedures in accordance with WorkBC Policies, ICM requirements and funder provided training and guidance.
2. Ensures that the program(s) meets or exceeds contract objectives, or in the case of fee for service programs, the objectives set out in the business plan.
3. Provides reports as required, including monthly stats/reports, quarterly reports, annual business plans, marketing reports and other required reports by OCS, funders and accrediting bodies.
4. Provides leadership, training, and supervision of staff/volunteers, including processing of timesheets, annual leaves, and staff development requests. This including monitoring of partner staff's performance, resolution of issues in consultation with partner agencies and providing training support as needed.
5. Provides performance plans/evaluations on staff on a regular basis, including feedback to ensure clear expectations and to ensure effective staff performance.

NOTE: Applicants not selected for an interview will not necessarily be notified.

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

Posted: 01/09/2019

OCS Posting #:A21259

6. Assists in conducting program evaluations, surveys and focus groups for project/ program evaluation and enhancement and provides input for the development of new improved program(s). Acts as a liaison person for secondary delivery sites and outreach locations.
7. Facilitates planning of program events and manages marketing activities including social media posts, website updates, marketing reports, joint marketing meetings, community engagements and is responsible for related purchases and expenditures.
8. Assists with the supervision and monitoring of program expenditures within the existing budget allowance and guidelines and makes budget recommendations in consultation with the Senior Manager.
9. Responds to complaints / inquiries from staff, clients, funder representatives and the community in a professional and appropriate manner.
10. Assumes the role of Acting Manager during the absence of the Program Manager, participates as part of the program and management team, and provides leadership to advance program and agency objectives.
11. Performs other related duties as required.

QUALIFICATIONS

Education, Training and Experience:

- Solid understanding and experience in interpreting applicable WorkBC policies, regulations and protocols, including ICM requirements, BI Portal Reports and data analysis.
- Experienced in:
 - leading, managing and supervising a team, conducting file reviews and audits and communicating key messages for quality improvement
 - reviewing all long-term intervention applications for feasibility and required documentation, including a sound understanding of Skills Training (ST) processes and ST decision making criteria
 - program development as well as building and sustaining community connections

AND

- A post-secondary education in related discipline such as social work, psychology, business, leadership, human resources, adult learning.

OR

- A minimum of 2 years direct experience leading staff to achieve high levels of client employment outcomes and contractual targets.
- CCDP designation is a strong asset
- Leadership training/courses eg. Federation of Community Social Services Leadership 2020 is beneficial

Job Skills and Abilities:

- Strong communication skills both written and oral with ability to clearly articulate outcomes, challenges and opportunities in formal reports: strong public relations and presentations skills.
- Demonstrated high degree of initiative, flexibility, adaptability, good judgement, problem solving, and ability to work under pressure.

NOTE: Applicants not selected for an interview will not necessarily be notified.

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

Posted: 01/09/2019

OCS Posting #:A21259

- Demonstrated ability to organize and coordinate events.
- A high level of motivation and sensitivity is required to effectively deliver services to a variety of individuals and supervise staff.
- No relevant criminal history. Verified good character and sufficient reference history to verify this requirement.
- Demonstrated sensitivity to and respectfulness of cultural and lifestyle diversity including strong interpersonal and intercultural communications skills.
- Must have an appropriate valid Driver's License and reliable vehicle.
- Must complete a six (6) month probationary period before staff are permanent.
- Crisis Line experience an asset.

* An eligibility list will be maintained for up to 6 months.

CLOSING DATE: Resumes will be reviewed starting [January 16, 2019] but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO: Jagjit Gill, Senior Program Manager
Options Community Services Society

Unit 160, 10362 King George Blvd.
Surrey, BC V3T 2W5

Email: employmentservices@options.bc.ca

No phone calls please.

Please include a cover letter clearly indicating the posting number [#A21259] and outlining your qualifications and related experience for the position.

NOTE: Applicants not selected for an interview will not necessarily be notified.

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

Posted: 01/09/2019

OCS Posting #:A21259