

POSTING

PROGRAM 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

Reporting to the Senior Manager, the Program Manager manages the day-to-day operation of WorkBC Employment Services at the (Newton / Whalley) WorkBC Employment Services Centre. This includes responsibility for all aspects of staffing and volunteer assignment, and providing direction to staff to ensure that the goals and objectives of Options Community Services Society (OCS) and the WorkBC Employment Services are met and are in compliance with all government and regulatory bodies.

Working with the Senior Manager, this position provides recommendations and input for the preparation of annual and long range program plans; develops and implements all initiatives related to the marketing of programs; identifies emerging needs and prepares proposals for repeat grants and program funding.

KEY DUTIES AND RESPONSIBILITIES:

1. Maintains effective relationships and liaison with key stakeholders - government services, service partners, community organizations and groups, volunteer community groups; coordinates the provision of services, fosters partnerships and collaboration and the exchange of information.
2. Ensures that program operations result in the efficient and effective delivery of services and that clear and logical service guidelines and procedures are in place and in accordance with WorkBC Policies, ICM requirements and funder provided training and guidance.
3. Implements and monitors the services at secondary delivery sites and outreach locations to ensure services meets high quality standards by developing staff training material, delivering staff trainings and visiting the sites with the Assistant Manager /and or other staff.
4. Ensures that the program(s) meet or exceed contract objectives, or in the case of fee for service programs, the objectives set out in the business plan.
5. 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.
6. Assists in the development of annual program goals and objectives, and develops funding proposals / business plans in consultation with program staff, the Senior Manager the Executive Director or designate, and funder as appropriate.
7. Supervises and monitors program expenditures within the existing budget allowance and guidelines and makes budget recommendations in consultation with the Senior Manager.
8. Participates in the development of proposals for new contracts.
9. Participates in OCS co-ordination and management functions
10. Responsible for managerial duties that include staffing, confidential personnel matters, discipline and assistance with discharge.
11. Responds to complaints / inquiries from staff, clients, funder representatives and the community in a professional and appropriate manner.
12. Performs other related duties as required.

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 #:A21260

QUALIFICATIONS

Education, Training and Experience:

- Demonstrated management and leadership abilities that includes experience in coaching, training and conducting performance reviews
- Experienced in building and sustaining community connections and program development
- Demonstrated ability to incorporate funder / and other feedback into service delivery changes
- thorough understanding of and ability to interpret and apply applicable WorkBC policies, regulations and protocols

AND

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

OR

- A minimum of 3 years' experience in program management including performance-based service delivery, financial, human resource and project management.
- 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.
- A high level of motivation, time management and sensitivity is required to effectively deliver services to a variety of individuals and supervise staff.
- Represent the Society in a positive and professional manner when in contact with outside agencies, professionals or community.
- Ability to forecast expenditures, extrapolate data to make sound projections and targets for staff to achieve
- Commitment to a collaborative approach with partner agencies including taking a positive problem solving approach to resolving challenges and conflicts.
- No relevant criminal history. Verified good character and sufficient reference history to verify this requirement.
- Must have an appropriate valid Driver's License and reliable vehicle.
- 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 [#A21260] and outlining your qualifications and related experience for the position.

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