

POSTING

SENIOR MANAGER

Permanent Full Time (35 hours per week)

Mental Health & Housing

The Senior Manager of Mental Health and Housing is responsible for the effective administration, management, and development of mental health and housing programs including Assisted Living, Supported Housing, Clubhouses, Community Living and Vocational programs. This role represents designated program areas and Options Community Services Society (OCS) in the broader communities and keeps current with sector trends, best practice and innovative initiatives to adapt programs to meet unique and changing client needs.

KEY DUTIES AND RESPONSIBILITIES

- Maintains senior oversight of program areas and directs Managers, Assistant Managers and other staff to ensure the effective and efficient delivery of programs and services within OCS policies and procedures, relevant legislation, accreditation and professional standards.
- Oversee development, revision, implementation, and evaluation of new and existing programs to ensure they are up-to-date, innovative, and meet emerging client needs and contractual obligations.
- Develop annual program goals in consultation with staff and others, and set and maintain quality levels through audits and evaluations, ensuring all contract objectives are met and reported effectively and in a timely manner.
- Monitor program risk controls and accountability systems, ensuring program objectives are met or exceeded.
- Lead and/or participate in the development of standard and complex funding proposals and grants for new and revised contracts.
- Maintain an efficient, effective and integrated approach to service delivery data collection, evidence based best practices, and monitoring.

Community Relations:

- Maintain effective relationships with government, stakeholders, service partners, volunteer community groups, organizations, and committees to co-ordinate the provision of services, influence where appropriate, foster partnerships, collaborate, and exchange information.
- Maintain current knowledge of local, provincial and federal services, resource persons, and significant initiatives of importance to OCS and the community. Openly share and distribute this information with staff, other service providers, clients and the community as appropriate.

Human Resources:

- Supervise, provide direction, ongoing feedback, support and recognition to Program Managers and other direct report staff to maximize individual and team performance.
- Work with direct reports to establish deliverables with measureable objectives and timelines, development plans for skill-set growth, and conduct formal performance reviews.

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: 03/15/2019

OCS Posting #:A21300

- Determine program staffing requirements and manage the recruitment and orientation for select staff. Lead the internal deployment of staff to align with changing program needs.
- Manage labour and employee relations matters in consultation with the DED and Human Resources including discipline and grievances.
- Manage OCS and program change initiatives by applying best practices for informing and involving staff through the transition.

Administration and Finance:

- Manage the financial integrity and accountability of programs, monitor expenditures within existing budgets and guidelines, report out, and make budget recommendations.
- Apply the policies and standards of OCS program manuals, including Health and Safety guidelines, completion of critical incident and safety reports, and WorkSafeBC safety standards.
- Oversee facilities upkeep by working with contractors and suppliers for service and maintenance.
- Keep the Deputy Executive Director apprised of all pertinent issues, information for effective decision-making, and provide input for the preparation of annual short and long range program plans.
- Participate in OCS co-ordination and management functions, program development and accreditation preparation and maintenance.
- Research, compile and submit funding, trend, statistics, research information and other reports as requested by the Deputy Executive Director, E-Team, Executive Director, funders and others.

QUALIFICATIONS

Education, Training, and Experience:

- Bachelor's degree in a relevant discipline plus a minimum of 8 years experience in a supervisory and program/project management role in the non-profit sector, including writing complex funding proposals; community development approaches and service delivery; cross cultural experience; and solid knowledge of select program areas.
- A minimum of 5 years' experience in mental health service provision, including clinical and community based settings.
- Lived experience relevant to the service setting is considered an asset.
- Advanced knowledge of and experience in Psycho-Social Rehabilitation, Client Centred Recovery, Harm Reduction and Trauma Informed methodologies and approaches.
- Demonstrated commitment to Peer Led and Peer Based programming.

Personal Leadership Attributes:

- Models the Values of OCS: Diversity, Integrity, Resourcefulness, Collaboration and Excellence.
- Displays a consultative leadership style, facilitating teamwork and staff development, with a desire to enrich the lives of those within the organization and for those served through OCS.
- Acts in a principled manner, adhering to standards for professional behaviour.
- Fosters trust through approachability, open dialogue, and a commitment to recognizing and supporting others in the achievement of OCS objectives.
- Commits to personal and professional growth and development.

Job Skills and Abilities:

- Proven management skills with the ability to lead, motivate, inspire and work collaboratively with staff and teams to fulfill OCS's Mission.
- Demonstrated initiative for developing and implementing innovative strategies and plans to achieve program and organizational goals.

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: 03/15/2019

OCS Posting #:A21300

- Excellent skills for representing OCS in a positive and professional manner with external stakeholders including agencies, government, funders, and the community.
- Excellent ability to work effectively, and establish positive, collaborative working relationships with staff, volunteers, community groups, natural supports, non-profits, funding agencies and all other stakeholders.
- Ability to make sound recommendations and decisions by considering factors based on a mixture of analysis, judgment and experience.
- Ability to co-ordinate, organize, prioritize and meet timelines, and be flexible to lead others in adapting to changing priorities.
- Excellent written, verbal, and reporting skills.
- Demonstrated Human Resources management skills including recruitment, orientation, staff development, coaching, recognition, performance management, and discipline.
- Demonstrated knowledge of financial management and the contracting process.
- Proven ability as a critical thinker who is able to assess situations rationally, problem solve and resolve conflicts with a win-win approach.
- Ability to utilize and adapt to new technologies including Word, Excel, OCS databases, and other software required by the role.
- Basic level First Aid, as required by the role.
- Experience and knowledge of case management and motivational interviewing.
- Crisis Line experience an asset.

Additional Information:

- This position requires work outside the standard office hours and thus requires flexibility.
- This position requires use of a personal vehicle for business purposes.

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

CLOSING DATE:

Resumes will be reviewed starting [March 29, 2019] but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO:

Slinder Balaggan, Deputy Executive Director
Options Community Services Society

Email: slinder.balaggan@options.bc.ca

No phone calls please.

Please include a cover letter clearly indicating the posting number [#A21300] and outlining your qualifications and related experience for the position.