

POSTING

PROGRAM MANAGER

Permanent Full Time (35 hours per week)

Fraser Health Crisis Line

We have an exciting leadership opportunity for an individual with an operational background in crisis line service delivery. We're seeking someone with a comprehensive background in the area of program management, crisis line services, and suicidology. This is a dynamic role that requires thorough knowledge of best practices for crisis line services, as well as a deep commitment to the advancement of the crisis line services and its profile in the communities that we serve.

The Program Manager is responsible for overseeing the development and delivery of the Fraser Health Crisis Line, in accordance with legislation, regulations, contractual commitments, society policies and commonly accepted practice standards. Responsibilities include overseeing the day-to-day operations and staff assignments to ensure that the mandate and goals of the program and Options Community Services Society (OCS) are met. The program manager is actively involved in the planning, development and implementation of effective and efficient services, and as a member of the leadership team shares responsibility for the development of policies and plans affecting the services, human resources and financial resources of the Society as a whole.

KEY DUTIES AND RESPONSIBILITIES

- Oversees the day-to-day operation of the crisis line. Develops, implements, monitors and evaluates all facets of the program in order to ensure that client/staff/volunteer needs are met and that contractual obligations to the Fraser Health Authority and other funders are fulfilled.
- Responsible for Supervision/Managerial duties that include:
 - **Recruitment and Supervision:**
The program manager is responsible for determining appropriate program staffing levels, recruitment, including interviewing, selection of candidates and making recommendations for hire; meet with staff individually or as a team, to discuss program issues and exchange information; provide feedback and performance plan/evaluations on all staff persons on a regular basis.
 - **Confidential Matters:**
The program manager is responsible for preparing confidential financial reports, ensuring staff, volunteer, program and agency data is protected. The program manager is responsible for handling sensitive managerial issues.
 - **Discipline and Performance Management:**
Accountability to referring authorities/agencies including labour relations issues related to hiring, performance appraisal, discipline, grievance resolution, arbitrations, discharge. May also provide training to staff members and/or input in union negotiations.

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: 03/20/2019

OCS Posting #:A21308

- Ensures scheduling of volunteers and crisis line support workers, ensures that phone room capacity is adjusted based on typical service demand and availability of crisis line support staff for mentoring and coaching of trainees.
- Determines annual program goals and objectives. Evaluates and implements program changes, in consultation with practice leader, funding consultant, program staff, senior manager and the deputy executive director or designate as deemed appropriate.
- Responsible for volunteer recruitment and marketing of the Fraser Health Crisis Line throughout the relevant communities, ensuring that adequate numbers of volunteers are recruited.
- Coordinates the preparation and provision of statistical and narrative reports to the society and funder.
- Manages the Performance Quality Improvement of the Crisis Line Service for accreditation and Society purposes.
- Responds to complaints by clients according to the agency's client complaint procedures.
- Maintains broad and solid knowledge of community resources throughout the Fraser Health Region, including counseling and mental health services, resource persons/agencies and other resource material relevant to individuals calling the crisis line. Ensures this information is updated and available to staff, volunteers, and the community as appropriate.
- Represents and promotes OCS and the Fraser Health Crisis Line in the public and private sectors.
- Works closely with the provincial association (CLABC), community partners, emergency service providers, personnel from other agencies, and other stakeholders within the service delivery area to ensure trends and gaps in services are monitored and addressed.
- Participates in various committees, working groups, associations, etc. Maintains effective relationships with government officials, volunteers, community groups, etc; may communicate and/or promote the agency's services, funding needs, value of the community, etc. May represent the agency at community and fund raising events, or other official functions.
- Contributes to the overall leadership of OCS through participation at the Leadership Team and participates in developing long range and strategic plans, assessing and resolving operational issues and policies.
- Determines program, resource/budgetary, operational and organizational requirements for all new and existing programs within responsibility area. In consultation with their immediate supervisor and the director of finance, develops the annual program budget, implements and monitors expenditures and the budget on an ongoing basis. Is responsible for the maintenance of an accurate and current accounting of petty cash and authorizes time sheets.
- Manages fiscal, staff and material resources of the program and makes annual budget recommendations. Develops comprehensive plans and strategies to achieve identified objectives.
- Develops funding proposals in consultation with program staff, senior manager, deputy executive director or designate and funder.
- Ensure that program facilities are maintained in a manner that meets or exceeds all health and safety standards. Ensure that all WorkSafe BC Health & Safety standards are met and maintained.

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: 03/20/2019

OCS Posting #:A21308

QUALIFICATIONS

Education, Training, and Experience:

- A Bachelors degree in a related field (equivalent education and experience will be considered)
- A minimum of three (3) years practical experience within the fields of crisis intervention and volunteer management.
- Three (3) to Five (5) years of progressively more responsible program management experience preferably in the community social service sector.
- Valid CPR/First Aid Certificate.
- Valid driver's license and access to an appropriately insured personal vehicle for work purposes.
- AAS individual certification is an asset.

Job Skills and Abilities:

- Excellent oral, written and interpersonal communications skills.
- A thorough knowledge of mental health and addiction issues, family dynamics, domestic violence, mandated reporting, suicide risk assessment and intervention and the community model of service delivery.
- Crisis line training and experience responding to crisis calls (or the ability/willingness to learn and develop this skill).
- Demonstrated ability to de-escalate crisis situations.
- Awareness of, and sensitivity to, ethnic, cultural, physical, sexual, developmental and life-style diversities.
- Knowledge of accreditation requirements pertaining to crisis line services particularly those associated with AAS and COA.
- Proficiency with Microsoft Office applications and client data tracking systems.
- Experience volunteering or working with volunteers.
- Knowledge of community resources.
- Ability to identify sensitive issues and maintain confidentiality.
- Represent the Society in a positive and professional manner when in contact with outside agencies, professionals or the community.

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

CLOSING DATE:

Resumes will be reviewed starting [March 27, 2019] but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO:

Nancy Orlikow, Senior Manager
Options Community Services Society

Email: nancy.orkow@options.bc.ca

Please include a cover letter clearly indicating the posting number [#A21308] 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: 03/20/2019

OCS Posting #:A21308