

POSTING

PROGRAM MANAGER

Permanent Full Time (35 hours per week)

Delta Mental Health Services

The Program Manager oversees the day-to-day operations of all mental health services in the community of Delta. Services include Supported Housing and Clubhouse programs located in both North and South Delta. The Program Manager is actively engaged in the planning, development, implementation and ongoing review of services to the communities serviced in order to ensure they are accessible, meaningful and relevant to those who access them.

KEY DUTIES AND RESPONSIBILITIES

- Monitors the daily operation of the programs and ensures quality control. Ensures program standards, guidelines and policies of the agency are met and maintained.
- Determines annual program goals and objectives, and develops funding proposals in consultation with program staff, the Executive Director or designate, and funders.
- Maintain a working knowledge of mental health services, community services, resource persons and a wide range of mental health issues and initiatives, and dispenses this information for mental health providers, families and the community.
- Maintains effective relationships with government officials and volunteer community groups. Maintains liaisons with other community organizations to co-ordinate the provision of services, foster partnerships and collaboration, and exchange information. Represents the program and Options Community Services in the mental health and broader community.
- Provide support, training and direction to staff persons.
- Ensure that all reports/statistical materials are provided to the appropriate referents as requested, and that these are accurate and truthful.
- Ensures that accurate program and client records are maintained and that confidentiality is a priority. Ensures that all pertinent requirements and documentation is complete.
- Ensure that staff have the resources, training and educational skills available to them that will in turn ensure the quality of services.
- Ensure that rent payments/financial aspects of the program are in order, including budgets and expenditures.
- Meet with staff individually and as a team to discuss program issues as well as, exchange information.
- Provide feedback and performance plans/evaluations on all staff persons on a regular basis.
- Ensures that WorkSafe BC health and safety standards are maintained.
- Conducts entry interviews and screens all incoming referrals for appropriateness for entry into the program.
- Maintains client assignment and caseload maintenance.
- Participates in Options Community Services co-ordination and management functions.
- Performs other duties as required.
- The Program Manager is responsible for determining appropriate program staffing levels, recruitment, including interviewing, selection of candidates and making recommendations for hire.

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: 03/22/2019

OCS Posting #:A21312

QUALIFICATIONS

Education, Training, and Experience:

- Bachelor's degree and a combination of relevant training, education and experience. Candidates with less education will be considered.
- Previous supervisory experience; knowledge about the intricacies of outreach work.
- Proficient understanding of psycho-social rehabilitation, recovery centered care, harm reduction and trauma informed service delivery.
- Demonstrated experience facilitating peer support and peer led initiatives.
- Lived experience relevant to the service setting is considered an asset.
- Valid B.C. Driver's License and access to a reliable vehicle.
- Current Level I First Aid certificate.

Job Skills and Abilities:

- Good organization, time and general management skills.
- Good written and verbal communication skills.
- Good interpersonal communication skills.
- Ability to work independently.
- Knowledge of mental illnesses/medications.
- Ability to provide direct service as necessary.
- Required to work in a dynamic environment which may call for adaptation to the emerging trends/demands. A high level of motivation and sensitivity is required to effectively deliver services to a variety of individuals and supervise staff.
- Be highly motivated to complete tasks/duties/daily maintenance in a timely manner.
- Commitment to problem solving approach.
- Represent the Society in a positive and professional manner when in contact with outside agencies, professionals or community.
- Demonstrated competency for and understanding of a community development approach and community based service delivery.
- Ability to work effectively with program staff, volunteers, and non-profit or publicly funded groups, agencies and organizations.
- Ability to identify sensitive issues and maintain confidentiality.
- Verified good character and sufficient reference history to verify this requirement.
- Must be sensitive to and respectful of cultural and lifestyle diversity
- Crisis Line experience an asset.

* 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 [#A21312] and outlining your qualifications and related experience for the position.

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