

INTERNAL/EXTERNAL POSTING

Program Manager

Permanent Full time (35 hours per week)

Childcare Resource and Referral Program

This position manages all aspects of the Child Care Resource and Referral program. The program manager oversees the day-to-day operations and staff assignments and direction to ensure that the goals and objectives of Options Community Services Society (OCS) are met. The program manager is actively engaged in the planning, development and implementation of services to the community, which will enhance the availability, accessibility and quality of a range of childcare options for families.

KEY DUTIES AND RESPONSIBILITIES

- Adheres to the policies and standards of Options Community Services Society, as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.
- Oversees the day-to-day operations of the Child Care Resource and Referral program. Develops, implements, co-ordinates and evaluates plans and programs designed to ensure that clients' needs are met. Ensures that program standards, guidelines and policies of OCS are maintained.
- Liaises and corresponds between co-locators, community user groups and programs within OCS regarding the use of facility space.
- Develops, implements and monitors all aspects of program procedures and guidelines, budget management, fee for service and entrepreneur initiatives, including reporting to funders, OCS and Advisory Committees.
- Determines annual program goals and objectives, and develops funding proposals and grant applications, in consultation with program staff, Advisory Committees, community partners, funders, OCS Leadership Team and executive director or designate.
- Supervises and authorizes accounts payable expenditures within the existing budget allowance and monitors program inventory.
- Ensures that accurate program and client records are maintained and that confidentiality is a priority. Ensures that all pertinent registration requirements and documentation is complete.
- Maintains a working knowledge of child care services, community services, resource persons and a wide range of child care issues and initiatives and dispenses this information for child care 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 programs and OCS in the child care and broader communities.

- Provide feedback and performance plans/evaluations on all staff persons on a regular basis.
- Participates in OCS co-ordination and management functions.
- Ensures that WCB health and safety standards are maintained.
- Participates in and contributes to, OCS and community committees that are relevant to ECD services.
- Ensures proper training of staff. Meet with staff individually or as a team to discuss program issues and exchange information.
- Responsible for managerial duties that include:
 - Hiring, Promotion and Demotion.
 - The program manager is responsible for recruitment, including interviewing and selecting candidates for vacant or new positions.
 - Confidential Personnel Matters.
 - The program manager is responsible for determining appropriate staffing levels, preparing confidential Board documents if necessary on employee relations matters, and determining when action needs to be taken on confidential personnel issues.
 - Discipline and Assistance with Discharge.
 - The program manager is responsible for supervising employees, identifying and responding appropriately to employee misconduct, including implementing disciplinary procedures.
- Follow the Child Abuse Protocol and the General Safety Guidelines.
- Maintains liaison and good communication with supervisors and staff of OCS programs, community, and other agencies.
- Assists in the planning and implementation of special events and represents the CCRR program and PCS in the childcare and broader communities.
- Makes recommendations with regards to development of the program and participates in program evaluations.
- Follow written and verbal directives from the Senior Manager, Executive Director, or designate.
- Performs other related duties as required.

QUALIFICATIONS:

Education, Training, and Experience:

- Early Childhood Care and Education Certificate, and combination of relevant training, education and experience. Candidates with less education will be considered.
- At least three years previous experience in childcare and direct experience working with children.
- At least three years experience in delivery and working knowledge of Child Care Resource and Referral services.
- Working knowledge of provincial government and community support services systems, applicable legislation and policies.

- A minimum 3 years (5 preferred) of previous program management experience is also required, preferably within the social services sector.
- Comprehensive knowledge of Early Years programs, services and challenges
- Basic to advanced computer training and experience
- Valid B.C. Driver's License.
- Current Level I First Aid certificate.
- Job Skills and Abilities:
 - Demonstrated competency for and understanding of a community development approach and community based service delivery.
 - Understanding of the current challenges facing parents, families and children aged 0-12 in Surrey, Delta and White Rock.
 - Demonstrated effectiveness as part of a staff team, success with collaborative program implementation, and commitment to a problem-solving approach.
 - Sound knowledge of childcare issues, trends and practice.
 - Demonstrated teamwork, leadership and supervisory skills.
 - Demonstrated proficiency in written, oral and interpersonal communication skills.
 - Demonstrated planning, organizational and administrative skills, and ability to work well under pressure.
 - Ability to work effectively with program staff, volunteers, and non-profit or publicly funded groups, agencies and organizations.
 - Demonstrated ability to develop program related reference and resource materials.
 - Well developed planning, organizational and administrative skills.
 - Ability to identify sensitive issues and maintain confidentiality.
 - Must be sensitive to and respectful of cultural and lifestyle diversity.
 - High degree of flexibility including ability to work flexible hours, evenings and some Saturdays.
 - Ability to take initiative, set priorities, manage multiple tasks and meet deadlines.
 - Able to respect and work with a diverse range of staff, partners and community members of all backgrounds.
 - Non-judgmental, respectful, positive, supportive and empowering attitude.
 - A high level of motivation and sensitivity is required to effectively deliver services to a variety of individuals and supervise staff.
 - Represent CCRR and OCS in a positive and professional manner when in contact with outside agencies, professionals or community.
 - No relevant criminal history. Verified good character and sufficient reference history to verify this requirement.
 - Crisis Line experience an asset.

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

Additional Information:

This position may be stressful at times. Managing time sensitive and emergency situations in an ever changing environment is an ongoing expectation. This position may require work outside normal office hours.

All personnel must be aware of the potential for allegations to be brought against them by clients, and therefore must conduct themselves in a manner where their behaviors/actions cannot be misinterpreted. Personnel must be aware of the risks when working with or around potentially hostile or aggressive clients and follow safety guidelines to ensure their safety.

Personnel must consent to a criminal records check as per agency policy.
Personnel must sign a Confidentiality Agreement and Code of Ethics.

BENEFITS: Comprehensive benefit package & MPP after 3 months

CLOSING DATE: Resumes will be reviewed starting September 28, 2020 but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO: Kristina Saito, Senior Manager
Options Community Services Society

Email: Kristina.saito@options.bc.ca

No phone calls please.

Please include a cover letter clearly indicating the posting number [#A21645] and outlining your qualifications and related experience for the position.