

We're Hiring!

**Posting:
A21772**

Assistant Program Manager
Full-Time
(35 hours per week - Varying Shifts)

Homelessness Services

Options Community Services Society

We are a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

We envision a healthy community as a safe and clean environment where we all have a sense of belonging. It is a place where each of us has the opportunity to work and learn, and to develop and realize goals that are meaningful and fulfilling.

Hyland House is a safe emergency shelter, available to people (19+ years old) who are currently homeless or at-risk of becoming homeless. Two locations are offered: *Hyland House* in Newton and *Bill Reid Place* in Cloverdale. The shelters provide support and assistance with:

- improving life skills
- finding employment
- finding housing
- managing your home
- integrating into the community
- budgeting

The Assistant Program Manager is responsible for the effective management of all aspects of the day to day operations of the shelter programs in consultation with the Senior Manager. Shift work is required.

KEY DUTIES AND RESPONSIBILITIES

- Adhere to the policies and standards of Options Community Services Society (OCS), as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.
- Ensure all Accreditation standards are continually being met; participates in the organizations Performance and Quality Improvement initiatives.
- Ensure all contract deliverables are continually being met, including accurate and timely reporting.
- Develop and implement annual program goals and objectives.
- Assist the Senior Manager to develop proposals and reports in collaboration with, program staff, E-Team designate, funders and other stakeholders as appropriate.
- Mentor, coach and support and train direct reports to meet and exceed the expectations of their role.
- Identify and determine daily duties of staff, assign and monitor progress accordingly.
- Participate in HR related activities, including: recruitment, interviewing and selection of candidates for vacant or new positions.
- Supervising employees, identifying and responding appropriately to employee misconduct, including implementing disciplinary procedures, in consultation with the Senior Manager.

NOTE: Applicants not selected for an interview will not necessarily be notified.

Posted: 21-Mar-26

- Maintain sound knowledge of sector best and promising practices, emerging trends and service landscape.
- Identify opportunities for improvement of service, with a focus on increased effectiveness and efficiency.
- Supervise expenditures within the existing budget allowance.
- Maintenance/repair of the facilities and equipment on an ongoing basis and when needed.
- Ensure WorkSafe health and safety standards are maintained.
- Facilitate, foster and nurture collaborative relationships and links to outside agencies, government ministries and groups.
- Ensure that accurate/ complete program and client records are maintained and that confidentiality is a priority.
- Schedule personnel, ensuring that all shifts are adequately staffed.
- Monitor case management and client progress throughout the programs, including responding to client complaints and/or concerns.
- Provides feedback to the Senior Manager for performance plans/evaluations on all staff persons on a regular basis.
- Prepare reports as required.
- Participate in staff meetings, training programs and appropriate workshops as necessary or directed.
- Performs other related duties as required.

QUALIFICATIONS

Education, Training, and Experience

The candidate must have:

- A Bachelor's degree in an appropriate discipline and 2 years experience working in this sector or a combination of relevant training, education and experience.
- 1 year experience in a management and/or leadership role.
- Certificate or experience in working with people living with mental illness.
- Training in crisis intervention, conflict resolution and mediation skills.
- Education, training and experience in the area of substance abuse.
- Current Level I First Aid certification.

Knowledge Skills and Abilities:

- Demonstrated current knowledge around the issues of Homelessness and best practices for supporting those who are homeless or precariously housed.
- Excellent communication skills.
- Team building and supervision skills.
- 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.
- Demonstrate a high degree of initiative.
- Be able to supervise and work positively and professionally in a team environment.
- Be able to work independently.

NOTE: Applicants not selected for an interview will not necessarily be notified.

Posted: 21-Mar-26

- Possess good communication skills.
- Be adaptable and flexible to changing program needs as circumstances demand or are identified by the E-team designate.
- Maintain accurate and professional logs both electronic and written.
- Foster and nurture a positive professional team environment at all times.
- Possess superior time management skills.
- Possess proven Cultural Awareness Sensitivity training or experience.
- Display sensitivity to diverse resident needs/issues.
- Proven crisis intervention, conflict resolution and mediation skills.
- Represent the Society in a positive and professional manner when in contact with outside agencies, professionals or community.
- Commitment to problem solving approach.
- Ability to identify sensitive issues and maintain confidentiality.
- Must have an appropriate valid B.C. Driver's License and reliable personal vehicle for business purposes.

Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search preceding your start date.

Applicants with lived experience are strongly encouraged to apply.

CLOSING DATE: Resumes will be reviewed starting **March 31, 2021** but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO: Andrea Dodd, Program Manager
Options Community Services Society

Email: **Andrea.Dodd@Options.bc.ca**

Please include a cover letter indicating the posting number [**#21772**] and detailed resume outlining your qualifications and related experience for the position.

NOTE: Applicants not selected for an interview will not necessarily be notified.

Posted: 21-Mar-26