

We're Hiring!

**Posting:
A21920**

**Program Manager
Full-Time**

Ted Kuhn Towers

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.

Ted Kuhn Towers consists of two residential buildings (a high-rise and low-rise) located in the heart of Surrey. These buildings provide safe and affordable housing for a diverse tenant base who are low income and who may have experienced abuse, poverty, grief and loss, oppression, violence, mental health, addictions, and/or complicated physical health issues. These buildings are more than just a home for many; they are a community.

The Program Manager is responsible for the effective management of all aspects of the Ted Kuhn Towers, including the supervision and administration of the program, planning, development and implementation of effective and efficient services both within the program, agency and the greater community.

HIGHLIGHTS OF KEY RESPONSIBILITIES

- In consultation with The Senior Manager, procure and manage maintenance and renovation/repair projects, and manage contractual agreements for specialized maintenance and purchased services.
- Develop and implement annual program goals and objectives.
- Maintain an up-to-date knowledge base of sector activity and best practice.
- Develop funding proposals in consultation with program staff, Senior Property Manager, E-Team designate, funders and other stakeholders.
- Hiring, promotion and demotion - recruitment, including interviewing and selecting candidates for vacant or new positions.
- Tenant selection processes; participation in selection committees, sound decision making, and stakeholder engagement.
- Represent the program in all processes related to ending a tenancy.
- Supervises expenditures within the existing budget allowance and make budget recommendations.
- Ensure WorkSafe health and safety standards are maintained.
- Facilitate, foster and nurture collaborative relationships and links to outside agencies, government ministries and groups. Do public relations work relative to job responsibilities and the program.
- Ensures that accurate program and client records are maintained and that confidentiality is a priority.
- Schedules personnel, including the approval of vacation or other leaves, ensuring that all shifts are adequately staffed.
- Monitor client progress throughout the programs, including responding to client complaints and/or concerns.
- Meets with staff individually or as a team to discuss program issues and exchange information.

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

Posted: 21-Sep-23

QUALIFICATIONS

Education, Training, and Experience:

- A Bachelor's degree in an appropriate discipline and 5 years of experience working with marginalized populations, particularly those who are homeless/precariously housed or a combination of relevant training, education and experience.
- 3 years of experience in a management and/or leadership role, including facilities management
- Class 5 Driver's License, access to a reliable vehicle for work purposes, and ability to obtain Business Insurance.
- Current Level I First Aid certification.

Knowledge Skills and Abilities:

- Demonstrated experience in organizational change and leading a diverse team. Demonstrated ability to manage a complex facility with diverse client needs.
- Ability to use Microsoft Office suite and maintenance management systems.
- Excellent communication (written and verbal) and customer service skills, with client/tenant focused approach to facilities management.
- Demonstrated ability to lead and coach team members.
- Ability to provide on-call response during emergencies.
- Demonstrated ability to work with a diverse client base and with people who may have experienced abuse, poverty, grief and loss, oppression, violence, mental health challenges, and/or addiction issues, and/or those who may be living with HIV/AIDS or other life-limiting or life-threatening conditions.
- Demonstrate a high degree of initiative.
- Be able to supervise and work positively and professionally in a team environment.
- Be able to work independently.
- Possess sound judgement and excellent decision making skills.
- Be adaptable and flexible to changing program needs as circumstances demand or are identified.
- Possess superior time management skills.
- Proven/demonstrable crisis intervention, conflict resolution and mediation skills.

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 **September 29, 2021** but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO: Recruitment
Options Community Services Society

Email: Recruitment@options.bc.ca

Please include a cover letter indicating the posting number [**#21920**] and detailed resume outlining your qualifications and related experience for the position.

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