

We're Hiring!



**Posting:
A21924**

**Program Manager
Full-Time**

Supported Living Program

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.

Reporting to the Deputy Executive Director (DED), the Program Manager (PM), Supported Living Program, oversees the daily operations, staff assignments and direction of the Supported Living Program. The PM is actively engaged in the planning, development and implementation of services to the community, which will enhance the availability, accessibility, and quality of life for clients.

HIGHLIGHTS OF KEY RESPONSIBILITIES

- Determines annual program goals and objectives, and develops funding proposals in consultation with program staff, the Deputy Executive Director or designate, and funders. Ensures program commitments are executed within budget and meet accreditation requirements.
- Maintains a working knowledge of mental health services, community services, resource persons and a wide range of mental health issues and initiatives; dispenses this information to mental health providers, families and the community.
- Maintains effective relationships with government officials and volunteer community groups. Maintains liaisons with other community organizations to coordinate the provision of services, foster partnerships and collaboration, and exchange information. Represents the program and OCS in the mental health and broader community.
- Responsible for oversight of people management throughout all programs, including: workforce planning, recruitment, retention, orientation, coaching, training, development, and performance management. Supports management team in providing the same for their teams.
- Ensures all reports/statistical materials meet documentation standards and are provided to the appropriate referents as requested.
- Ensures program and client records are accurate, complete, and maintained per documentation and privacy requirements.
- Ensures rent payments, subsidies and financial aspects of the program are in order, including budgets and expenditures.
- Ensures entry screen and interviews are conducted for all incoming referrals for appropriateness for entry into the program.
- Participates in OCS co-ordination and management functions.
- Ensures all program operations comply with relevant legislation including the Adult Guardianship Act, the Child, Family and Community Services Act, etc.
- Performs other duties as required by the Deputy Executive Director or Chief Executive Officer.

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

Posted: 21-Sep-29

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

QUALIFICATIONS

Education, Training, and Experience:

- Graduate Degree in health/social sciences or related field
- Minimum five (5) years' management experience in mental health or social services
- Minimum three (3) years' experience in a people management role; knowledge about the intricacies of outreach work
- Valid Class 5 BC Driver's License

Knowledge Skills and Abilities:

- Demonstrated proficiency in interpersonal, counseling, oral and written communication skills, especially with regard to reporting
- Knowledge of group processes and facilitation techniques
- Demonstrated ability to provide direction, set priorities, manage multiple demands for time and attention, while meeting deadlines
- Expert knowledge and understanding of mental health issues, psychosocial rehabilitation principles, addictions and harm reduction
- 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
- 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
- Excellent organization, time and general management skills
- Ability to build and maintain positive working relationships with internal and external stakeholders
- Commitment to a problem solving approach
- Ability to identify sensitive issues and maintain confidentiality
- Demonstrated ability to build rapport, resolve conflicts and set boundaries and with professionalism in challenging situations

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 **October 5, 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 [**#21924**] and detailed resume outlining your qualifications and related experience for the position.

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Posted: 21-Sep-29