

We're Hiring!

Posting:
A21966

Program Manager
Part-time
(21 hours per week)

Counselling 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.

The Counselling Services Program Manager supports Options Community Services Society's (OCS) strategic vision, planning and service delivery in accordance with the society's mission and goals established by the E-team and is responsible for overseeing the development and delivery of Counselling Programs, in accordance with legislation, regulations, contractual commitments, society policies and commonly accepted practice standards.

Responsibilities include overseeing the day-to-day operations of Suicide Prevention Education and Counselling (SPEAC), Sexual Abuse Counselling (SAC), and Family Counselling to ensure that the mandate and goals of the Programs and OCS are met. The program manager is actively involved in the planning, development and implementation of effective and efficient services, and is a member of the leadership team.

HIGHLIGHTS OF KEY RESPONSIBILITIES

- Manages the day-to-day operation of the Sexual Abuse Counselling, Family Counselling and Suicide Prevention, Education and Counselling programs and ensure the effective and efficient delivery of programs and services within OCS policies and procedures, relevant legislation, and accreditation and professional standards.
- Develops, implements, monitors and evaluates all facets of the programs in order to ensure that client needs are met and that contractual obligations to the Ministry for Children and Family Development and other funders are fulfilled.
- Supervises, develops and motivates program staff to attain program objectives and to contribute fully to realizing the Society's mission, vision, goals and objectives.
- Co-ordinate all referrals and assign to staff appropriately.
- Provides regular scheduled individual and group supervision to program staff. Maintains documentation of meetings. Supervision ensures monitoring and maintenance of program staff needs and supports are in place in order to properly meet client needs. This also includes recruitment and oversight of any external clinical consultant contracts to ensure that they are facilitating the fulfillment of the contractual expectations for clinical support as outlined in the contract with the funder.
- Manages the development, revision, implementation, and evaluation of new and existing programs to ensure they are up-to-date, innovative, and meet emerging client needs.
- Responsible for oversight of people management throughout all programs, including: workforce planning,

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recruitment, retention, orientation, coaching, training, development, and performance management. Supports management team in providing the same for their teams.

QUALIFICATIONS

Education, Training, and Experience:

- Master's degree in a relevant discipline preferably in Clinical Counselling. Equivalent education and experience will be considered.
- Brings successful experience in a management position, preferably in a not-for-profit community service organization.
- Awareness of legislation, regulations and practice standards relating to financial and human resource management and the delivery of counselling services. Knowledge of counselling techniques, legal, ethical and technical issues faced by supervisors of professional counsellors, and services supporting children, youth, families and mental health consumers.
- Knowledge of issues related to women, families, youth and the indigenous population, including intimate partner violence, substance use, parenting and child protection.
- Extensive experience in supervision of professional counsellors and administrative staff.
- Valid First Aid/CPR certificate and current CPI certificate.
- Must have an appropriate valid Driver's License, reliable vehicle, and insurance as per agency policy.

Knowledge Skills and Abilities:

- Excellent understanding of issues including best practices for addictions, mental health, families and children.
- Specialized skills and demonstrated competency in the treatment areas of family counselling, sexual abuse, suicide prevention and counseling in other related areas.
- Solid knowledge of a variety of relevant theoretical models and modalities.
- A strengths-based clinical orientation.
- Expertise/experience as a clinical supervisor.
- An emphasis and value on wellness and work life balance.
- Very strong team orientation and in the promotion of a healthy team environment.
- Ability to advocate on behalf of the clients that we serve for additional counseling resources; training; FTEs; etc.
- Excellent knowledge of evidence-based practices for clinical presentations.
- Excellent oral, written, facilitation, reporting, and interpersonal communication skills.
- Demonstrated teamwork, leadership and supervisory skills.
- Well-developed planning, organizing and administrative skills.
- Ability to function independently and manage concurrent projects and deadlines.
- Ability to participate in, resolve and effectively manage stressful and emergency/crisis situations.
- Demonstrated initiative for developing and implementing innovative strategies and plans to achieve program and organizational goals.
- 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, and establish positive, collaborative working relationships with staff,

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- volunteers, community groups, non-profits, funding agencies and all other stakeholders.
- Ability to make sound recommendations and decisions by considering factors based on a mixture of analysis, judgment and experience.
 - Be highly motivated to complete tasks/duties/daily maintenance in a timely manner.
 - Demonstrated Human Resources management skills including recruitment, orientation, staff development, coaching, recognition, performance management, and discipline.
 - Demonstrated knowledge of financial management and the contracting process.
 - Proven ability as a critical thinker who is able to assess situations rationally, problem solve and resolve conflicts with a win-win approach.
 - Ability to utilize and adapt to new technologies including Word, Excel, OCS databases, and other software required by the role.

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.

Applicants will be required to provide proof of Covid-19 vaccination.

CLOSING DATE: The posting will close on **December 29, 2021.**

PLEASE APPLY TO: Tammy Dyer
Options Community Services Society

Email: Tammy.Dyer@options.bc.ca

Please include a cover letter indicating the posting number [**#21965**] and detailed resume outlining your qualifications and related experience for the position.

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