

We're Hiring!



ASSISTANT PROGRAM MANAGER (Homeless Outreach)

Posting Requisition	<i>22159</i>	Program	<i>Homelessness Services</i>
Job Type	<i>Regular, Full-time</i>	Location	<i>Surrey, BC</i>
Hours of work	<i>35 hours per week</i>	Closing Date	<i>Open until filled</i>

Options Community Services is 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.

Reporting to the Senior Manager or designate, the Assistant Program Manager is responsible for the effective management of the Homeless Outreach programs, including the supervision and administration of the programs, planning, development and implementation of effective and efficient services both within the agency and the greater community.

ACCOUNTABILITIES

- Participate as a member of the OCS Leadership team, actively engaging in agency wide initiatives.
- Lead Program Quality Improvement (PQI) by ensuring accreditation standards and best practice are followed, develop and implement annual program objectives, identify areas for continuous improvement and develop change management plans.
- Provide supervision, leadership and guidance to team members using effective management techniques such as coaching, mentoring, skill development.
- Addresses performance management issues, and implement disciplinary action up to and including termination.
- Train and support staff in Case Management activities through assigning, monitoring, consulting on cases, and reviewing case management plans to ensure best practice standards and client centered approaches are undertaken.
- Schedule personnel, including the approval of vacation or other leaves, ensuring that all shifts are adequately staffed.
- Must maintain sound knowledge of the contracting process and standard contract terms and conditions.
- In collaboration with the Senior Manager, leads, coordinates and implements initiatives, best practices, and new program development related to Homeless outreach and Housing First services.
- Supervise 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. including responding to complaints and/or concerns from clients/public/stakeholder.
- Prepare reports as required.
- Participates in an on-call rotation with other leadership which includes weekends.
- Performs other related duties as required.

QUALIFICATIONS

Education, Training, and Experience:

We are an equal opportunity employer committed to hiring a diverse workforce

Posted: 22-Sep-23

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- Degree/diploma in social services or a related field and a minimum of three (3) years of experience working with multi-barriered, marginalized clients or clients living with mental illness/substance abuse. A combination of education/training and experience will be considered.
- Training in crisis intervention, conflict resolution and mediation skills is an asset.
- Current Level I First Aid certification is required.
- Class 5 Drivers abstract and access to a reliable vehicle is preferred.

Skills and Abilities:

- Demonstrated current knowledge around the issues of Homelessness and best practices for supporting those who are homeless or precariously housed.
- Demonstrated ability to support individuals with mental health and substance use issues, utilising a harm reduction approach and working within a trauma informed care model.
- Be able to work independently and demonstrate a high degree of initiative
- Possess good communication and interpersonal 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/demonstrable Cultural Awareness Sensitivity training or experience.
- Display sensitivity to diverse resident needs/issues.
- Proven/demonstrable 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.

SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- Applicants may be required to provide proof of Covid -19 vaccination.

**An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position. This position is open to all qualified applicants.*

PLEASE APPLY TO: Neil Arao, Deputy Executive Director
Options Community Services Society
Email: neil.arao@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #22159] and outlining your qualifications and related experience for the position.