

We're Hiring!



PROGRAM MANAGER

Posting Requisition	22239	Program	<i>Home Based Addictions Support and Detox</i>
Job Type	<i>Temporary, Full-time until March 31, 2025</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.

Home Based Addictions Support and Detox program aims to reduce the burden of severe substance abuse, in particular a reduction in mortality due to overdose events in patient's own homes, increase engagement and retention in treatment and connection with community resources to facilitate ongoing remission. This program supports clients and their family to manage their symptoms of withdrawal in the comfort and support of their own home environment in a safe manner in consultation with family physicians and other clinical support. This goal of the program is to ensure greater accessibility and awareness through culturally competent and language specific service delivery for the individual and their family.

The Program Manager, Home Based Addictions Support and Detox 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 supporting the development and delivery of programming, in accordance with legislation, regulations, contractual commitments, society policies and commonly accepted practice standards. The Program Manager is actively involved in the management, implementation, and evaluation of Home detox program. This position is responsible for overseeing the day-to-day operations of the program and ensuring that clients receive high-quality care.

ACCOUNTABILITIES

- Develop and implement treatment plans for patients in the program, ensuring that they receive comprehensive, individualized care.
- Manages day-to-day operations of the Home Detox program and ensures the effective and efficient delivery of programs and services within OCS policies and procedures, relevant legislation, and accreditation and professional standards.
- Manage the program's staff, including leading nurses, clinical counselors, outreach workers, and administrative intake assistants, by providing guidance, support, and supervision.
- Coordinate with other healthcare providers, such as physicians to ensure that clients receive the appropriate care.
- Provide supervision to ensure all staff provide professional, client-centered support which enables culturally agile and excellent service.
- Conduct regular staff meetings to discuss client care, review treatment plans and identify areas for improvement.
- Develop and maintain relationships with community organizations and agencies to promote the program and refer clients for additional services.
- Manage the program budget and resources, including staffing, equipment and supplies.

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

Posted: 23-Jan-25

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- Continuously evaluate the program's effectiveness and make adjustments as needed.
- Attend professional development opportunities to stay current on best practices in addiction treatment.
- Participate in the development of standard and complex funding proposals, and grants for new and revised contracts.
- Assist in the development of annual program goals and objectives in consultation with staff, the Executive Director or designate and set and maintain quality levels through audits and evaluations, ensuring all contract objectives are met.
- Prepares reports, describing quarterly and yearly statistics and program outcomes.
- Determines appropriate program staffing levels and participates in recruitment, interviewing, selection of candidates and hiring.
- Maintains responsibility for evaluation, performance correction, discipline, direction and development of employees.
- Provides feedback and performance plans/evaluations on all staff persons on a regular basis.
- Performs other related duties as required.

QUALIFICATIONS

Education, Training, and Experience:

- Bachelor's degree in social services or a related field and a minimum of three (3) years' experience in the substance abuse field providing program administration.
- Minimum two (2) years' experience in a management position (managing within both a union and non-union environment), preferably in a not-for-profit community service organization.
- Must have an appropriate valid Driver's License, reliable vehicle, and insurance as per agency policy.

Skills and Abilities:

- 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.
- Knowledge of substance abuse.
- Be highly motivated to complete tasks/duties/daily maintenance in a timely manner.
- Be highly motivated to work co-operatively with residents towards achieving set goals.
- Be able to supervise and work positively and professionally in a team environment.
- Be able to work independently.
- Possess good communication skills.
- Be adaptable and flexible to changing program needs as circumstances demand or are identified by the Chief Executive Officer or designate.
- Maintain accurate and professional logs both electronic and written.
- Maintenance/repair of the facility and equipment on an ongoing basis when needed.
- Foster and nurture a positive professional team environment at all times.
- Present in a positive professional supporting manner when discussing the Society or fellow co-workers.
- 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 the community.
- Commitment to problem-solving approach.

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- Represent the Society in a positive and professional manner when in contact with outside agencies, professionals or the 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.
- Ability to identify sensitive issues and maintain confidentiality.
- Must be sensitive to and respectful of cultural and lifestyle diversity.

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.
- Applicants with lived experience are strongly encouraged to apply.

**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: Ravneet Gill, HR Advisor, People and Culture
Options Community Services Society
Email: recruitment@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #22239] and outlining your qualifications and related experience for the position.