

We're Hiring!



PROGRAM MANAGER (Shelter & Transitional housing)

Posting Requisition	<i>22158</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.

The Program Manager - Shelter and Transitional Housing is responsible for the effective management of all aspects of the Shelter and Transitional Housing Program, 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.
- Develop funding proposals in consultation with Senior Manager, program staff, E-Team designate, funders and other stakeholders.
- Provide supervision, leadership and guidance to team members using effective management techniques such as coaching, mentoring and skill development.
- Addresses performance management issues, and implement disciplinary action up to and including termination.
- Provides feedback and performance plans/evaluations on all staff persons on a regular basis.
- Schedule personnel, including the approval of vacation or other leaves, ensuring that all shifts are adequately staffed.
- Responsible for recruitment, including interviewing and selecting candidates for vacant or new positions.
- Must maintain sound knowledge of the contracting process and standard contract terms and conditions.
- Leads, coordinates and implements initiatives, best practices, and new program development related to Shelter and Transitional Housing operations.
- 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. Conduct 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.

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QUALIFICATIONS

Education, Training, and Experience:

- A Bachelor's degree in social services or a related field and a minimum five (5) years experience working with vulnerable population or people living with mental illness. A combination of relevant training, education and experience will be considered.
- Three (3) years experience in a management and/or leadership role
- Training in crisis intervention, conflict resolution and mediation skills.
- Current Level I First Aid certification is required.
- Class 5 driver's 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.
- Demonstrate a high degree of flexibility and initiative.
- Be able to supervise and work positively and professionally in a team environment.
- Be able to work independently with minimal supervision.
- Possess good communication and interpersonal skills.
- Be adaptable 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.
- Must have an appropriate valid B.C. Driver's License and reliable personal vehicle for business purposes.

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.*

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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 #22158] and outlining your qualifications and related experience for the position.