

We're Hiring!



ASSISTANT PROGRAM MANAGER

Posting Requisition	22262	Program	<i>Assisted Living Program</i>
Job Type	<i>Regular, Full-time</i>	Location	<i>Nichol Place</i>
Hours of Work	<i>35 hours per week (Wednesday- Sunday)</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 Assistant Program Manager reports to the Program Manager to oversee the day-to-day operations of the Assisted Living Program. In collaboration with the Program Manager, this position will ensure that program goals are being met. The Assistant Manager demonstrates leadership in all aspects of the role. The Assistant Manager is actively engaged in direct service delivery, planning, development and implementation of services to support clients with activities of daily living, and life skills instruction. This role may require on-call duties from time to time.

ACCOUNTABILITIES

- Manages the maintenance of the assisted living facility daily and corresponds with BC Housing and other stakeholders for onsite repairs.
- Monitors training and performance of the team lead. Ensures client record system is utilized appropriately and maintained according to policy.
- Participates in recruitment of new staff, staff performance management and approval of staff leaves. Ensures adequate staffing is available for uninterrupted operation of program activities.
- Organizes and attends team meetings and, as appropriate, community committees, forums and events.
- Participates in an on-call rotation with other leadership, which includes weekends.
- Assists with internal and external reports, including compiling the PQI report on a quarterly basis.
- Engages with external stakeholders, when needed.
- Ordering facility supplies, as and when needed.
- Maintains effective working relationships with other community organizations to co-ordinate the provision of services, foster partnerships and collaboration, and exchange information. Represents the program and Options Community Services in the mental health and broader community.
- Maintains professional growth and keeps up to date on trends related to the responsibilities of the position.
- Meeting with clients individually or along with the team lead to discuss program issues as well as exchange information.
- Able to recognize, analyze and strategize around potential emergency situations and conducting investigations, as necessary and receiving incident reports. Reports problems to program manager and or proper authorities.
- Supports team lead with recovery planning and on an ongoing basis, through methods such as collaborating with clients to determine their interests, skills and abilities.
- Provide feedback on annual program goals and objectives to the Program Manager.
- Follows written and verbal directives from the immediate supervisor, Executive Director or designate.
- Adheres to and monitors staff compliance with all of OCS policies, including those outlined in the OCS Policy and Procedure manual, the program practice/procedure manual and health and safety guidelines.
- Performs other duties as needed.

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QUALIFICATIONS

Education, Training, and Experience:

- Degree/Diploma in social services or a related field.
- A minimum of 3 years experience working with clients dealing with mental illness, substance abuse or vulnerable population.
- Current Level I First Aid certificate required.
- Food safe certificate is required.
- Violence prevention training is considered an asset.
- Lived Experience relevant to the service setting is considered an asset.
- Valid B.C. Driver's License and access to a reliable vehicle is considered an asset.

Skills and Abilities:

- Good organization, time and general management skills.
- Good written and verbal communication skills.
- Good interpersonal communication skills.
- Ability to work independently and as a part of the team.
- Knowledge of mental illnesses/medications.
- Ability to provide direct service as necessary.
- Be highly motivated to complete tasks/duties/daily maintenance in a timely manner.
- Commitment to problem solving approach.
- Represent the Society in a positive and professional manner when in contact with outside agencies, professionals or community.
- Ability to identify sensitive issues and maintain confidentiality.
- No relevant criminal history. Verified good character and sufficient reference history to verify this requirement.
- 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.*

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PLEASE APPLY TO:

Preetika Royal, Program Manager, Assisted Living Program (Nichol Place)

Email: preetika.royal@options.bc.ca

No phone calls please

Please include a cover letter clearly indicating the posting number [posting #22262] and outlining your qualifications and related experience for the position.