

We're Hiring!



PROGRAM MANAGER, CRISIS LINE

Posting Requisition	22264	Program	<i>Fraser Health Crisis line</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 Fraser Health Crisis Line Program Manager is responsible for overseeing the development and delivery of the Fraser Health Crisis Line, in accordance with legislation, regulations, contractual commitments, society policies and commonly accepted practice standards.

Responsibilities include overseeing the day-to-day operations and staff assignments to ensure that the mandate and goals of the program and Options Community Services Society (OCS) are met. The program manager is actively involved in the planning, development and implementation of effective and efficient services, and as a member of the leadership team shares responsibility for the development of policies and plans affecting the services, human resources and financial resources of the Society as a whole.

ACCOUNTABILITIES

- Oversees the day-to-day operation of the crisis line. Develops, implements, monitors and evaluates all facets of the program in order to ensure that client/staff/volunteer needs are met and that contractual obligations to the Provincial Health Services Authority and other funders are fulfilled.
- Ensures scheduling of volunteers and crisis line support workers, ensures that phone room capacity is adjusted based on typical service demand and availability of crisis line support staff for mentoring and coaching of trainees.
- Determines annual program goals and objectives. Evaluates and implements program changes, in consultation with practice leader, funding consultant, program staff, senior manager and the deputy executive director or designate as deemed appropriate.
- Responsible for volunteer recruitment and marketing of the Fraser Health Crisis Line throughout the relevant communities, ensuring that adequate numbers of volunteers are recruited.
- Co ordinates the preparation and provision of statistical and narrative reports to the society and funder.
- Manages the Performance Quality Improvement of the Crisis Line Service for accreditation and Society purposes.
- Ensures that program facilities are maintained in a manner that meets or exceeds all health and safety standards. Ensure that all WorkSafe Health and Safety Standards are met and maintained.
- Responsible for recruitment, performance appraisals, discipline, grievance resolution, arbitrations, discharge.
- Manages fiscal, staff and material resources of the program and makes annual budget recommendations. Develops comprehensive plans and strategies to achieve identified objectives.
- Works closely with the provincial association (CLABC), community partners, emergency service providers, personnel from other agencies, and other stakeholders within the service delivery area to ensure trends and gaps in services are monitored and addressed.

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QUALIFICATIONS

Education, Training, and Experience:

- A Bachelor's degree in a related field (equivalent education and experience will be considered).
- A minimum of three (3) years practical experience within the fields of crisis intervention and volunteer management.
- Three (3) to five (5) years of progressively more responsible program management experience preferably in the community social services sector.
- Experience managing in a unionized environment is considered an asset.

Skills and Abilities:

- Excellent oral, written facilitation and interpersonal communications skills.
- Demonstrated teamwork, leadership and supervisory skills.
- Well-developed planning, organizing, controlling and administrative skills.
- A thorough knowledge of mental health and addiction issues, family dynamics, domestic violence, mandated reporting, suicide risk assessment and intervention and the community model of service delivery.
- Demonstrated ability to de-escalate crisis situations.
- Good understanding of technology and navigating technical systems.
- Awareness of, and sensitivity to, ethnic, cultural, physical, sexual, developmental and life-style diversities.
- Knowledge of accreditation requirements pertaining to crisis line services particularly those associated with AAS and COA.
- Proficiency with Microsoft Office applications and client data tracking systems.
- Experience volunteering or working with volunteers.
- Knowledge of community resources.
- Ability to identify sensitive issues and maintain confidentiality.
- Represent the Society in a positive and professional manner when in contact with outside agencies, professionals or the community.

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: Heather Lynch, Senior Program Manager
Options Community Services Society
Email: heather.lynch@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #22264] and outlining your qualifications and related experience for the position.