

We're Hiring!



PROJECT MANAGER

Posting Requisition	22297	Program	YESS (Youth Employment Skills Strategy)
Job Type	Temporary, Full-Time until March 31, 2024	Location	Surrey, BC
Hours of work	35 hours per week	Closing Date	Open Until Filled

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 manages the day-to-day operation of the Youth Employment Skills Strategy (YESS) Project. This includes responsibility for all aspects of staffing and training participant assignments as well as providing direction and support to staff to ensure that Program goals, objectives and deliverables are met.

Working with the Immigrant Services Senior Manager, this position provides recommendations and input for the preparation of Project plans, with a special emphasis placed on leadership, well-being and readiness skills for youth and young women using a case management approach; develops and implements all initiatives related to the marketing of program; maintains a strong working relationship with funder, partners, and community stakeholders.

ACCOUNTABILITIES

- Ensures that program operations result in the efficient and effective delivery of services and that clear and logical service guidelines and procedures are in place and in accordance with contract agreement and funder-provided training and guidance.
- Maintains a strong working knowledge of best practices for case management as it relates to meeting employment outcomes and provides supervision to staff in implementing case management model.
- Maintains a strong working knowledge of how to impart and facilitate leadership skills for youth and for young women in particular.
- Adapts to an Asset/Strength based approach, GBA+, JEDI and an anti-oppressions framework to project curricula.
- Ensures that accurate program and client records are maintained and that confidentiality is a priority. Ensures that all pertinent requirements and documentation is complete.
- Ensures that the program meets or exceeds contract objectives.
- Provides reports as required, including monthly stats/reports, and other required reports by OCS, funders and accrediting bodies.
- Provides staff performance plans/evaluations on a regular basis, including feedback to ensure clear expectations and to ensure effective staff performance, communication and productive relations between staff, volunteers, community professionals and clients when delivering services. Problem solves with program staff and/or the Senior Manager regarding any work-related problems or concerns.
- Assists in the development of annual program goals and objectives in consultation with program staff, the Senior Manager or designate and/or funder as appropriate.
- Facilitates planning of program events and manages marketing activities including social media posts, website updates, marketing reports, joint marketing meetings, community engagement and is responsible for related purchases and expenditures.
- Supervises and monitors program expenditures within the existing budget allowance and guidelines and makes

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

Posted: 23-Apr-20

We're Hiring!



budget recommendations in consultation with the Senior Manager.

- Ensures the financial integrity and accountability of program, including reviewing and approving long term interventions and expenditures to meet program outputs and outcomes.
- Provides leadership, training, supervision and evaluation of staff/volunteers, including processing of timesheets, annual leaves, and staff development requests, including monitoring of staff's performance and providing training support as needed.
- Participates in OCS co-ordination and management functions, including participation in meetings within OCS for the purpose of sharing information, coordinating service development and delivery, and/or organizational development and achievement of strategic vision.
- Ensures that the program services are up-to-date, innovative and meet the needs of the clients and project outcomes/targets, including monitoring of data quality, data integrity and performance outcomes as per funder expectations.
- Ensures that WorkSafeBC Health and Safety standards are maintained.
- Responds to complaints/inquiries from staff, clients, funder representatives and the community in a professional and appropriate manner.
- Performs other related duties as required.

QUALIFICATIONS:

Education, Training and Experience:

- Bachelor degree or relevant combination of education and experience in the delivery of employment related training and skills development, preferably in a community based non-profit society.
- Minimum of three (3) years' experience and demonstrated success in a supervisory role.
- Minimum three (3) years combined progressive strategic leadership and contract management experience in the field of Employment Services.
- Career Development Practitioners Certificate is required.
- Class 5 Driver's License and reliable vehicle an asset.
- Current Level 1 First Aid certificate an asset.

Skills and Abilities:

- Proficient verbal and written knowledge of English.
- Strong communication, interpersonal/relationship-building intercultural competency
- Team leadership, management and supervision including coaching, training and conducting performance reviews
- Demonstrated ability to incorporate funder and other feedback into service delivery changes
- Sound understanding of assessment, case management, job development and team leadership
- Strong level of computer proficiency; including Microsoft Word, MS PowerPoint, internet/email, scanning skills, and various virtual conference platforms
- Ability to work in a fast-paced, multicultural and diverse environment.
- Demonstrated ability to work with individuals and communities suffering from discrimination, racism and culture hock
- Flexibility and willingness to work outside of regular work hours.
- Good teamwork and strong work ethics.
- Open to work on some weekends
- Must be sensitive to and respectful of cultural and lifestyle diversity.

SPECIAL REQUIREMENTS

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

Posted: 23-Apr-20

We're Hiring!



- 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: Jenny Lam, Senior Manager, Immigrant Services

Options Community Services Society

Email: jenny.lam@options.bc.ca

No phone calls please

Please include a cover letter clearly indicating the posting number [posting #22297] and outlining your qualifications and related experience for the position.