

We're Hiring!



PROGRAM MANAGER - HOMELESS OUTREACH

Posting Requisition	<i>22500</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>

Salary - \$38.01- \$42.79 hourly (subject to our funding model)

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 Homeless Outreach services are comprised of a number of programs including Mobile Outreach, Housing Office, and Reaching Home. These programs provide housing and support to complex and marginalized population groups who are at risk of homelessness or chronically homeless. These programs are more than just a roof over a head; they are a safe place where we work with each person based on their individual needs; with compassion, care, and an understanding that all people have the right to shelter, food, and assistance.

Reporting to the Senior Manager or designate, the Program Manager is responsible for the effective management of the Homeless Outreach programs, 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

- Adhere to the policies and standards of Options Community Services Society, as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.
- Participate as a member of the OCS Leadership team, actively engaging in agency wide initiatives.
- Responsible for scheduling Outreach staff on a monthly basis.
- 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.
- Provide supervision, leadership and guidance to team members using effective management techniques such as coaching, mentoring, skill development.
- Addresses performance management issues, and implement disciplinary action up to and including termination.
- Train and support staff in Case Management activities through assigning, monitoring, consulting on cases, and reviewing case management plans to ensure best practice standards and client centered approaches are undertaken.
- Schedule personnel, including the approval of vacation or other leaves, ensuring that all shifts are adequately staffed.
- Oversees the recruitment for Outreach services including screening, interviewing and reference checks.
- Provides direction and support to supervisor(s) and program/service team(s) by methods such as coaching, role-modeling, mentoring, team building, recruitment, scheduling, onboarding, and performance management. May participate or intervene at the service level to resolve issues/problems
- Must maintain sound knowledge of the contracting process and standard contract terms and conditions.

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

Posted: Jan 18, 2024

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- In collaboration with the Senior Manager, leads, coordinates and implements initiatives, best practices, and new program development related to Homeless outreach and Housing First services.
- 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. Do 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.
- Fosters positive relationships with senior and other government officials, funding sources, clients, the community, etc.
- Participates in an on-call rotation with other leadership which includes weekends.

QUALIFICATIONS

Education, Training, and Experience:

- Degree/diploma in social services or a related field and a minimum of three (3) years of experience working with multi-barriered, marginalized clients or clients living with mental illness/substance abuse. A combination of education/training and experience will be considered.
- Current Level I First Aid certification is required.
- Class 5 Drivers abstract and access to a reliable vehicle is required.

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.
- Be able to work independently and demonstrate a high degree of initiative
- Possess good communication and interpersonal skills.
- Be adaptable and flexible 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.

SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- Applicants with lived experience are strongly encouraged to apply.

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PLEASE APPLY TO:

Michelle Bryson, Senior Manager

Options Community Services Society

Email: michelle.bryson@options.bc.ca

No phone calls please

Please include a cover letter clearly indicating the posting number [posting #22500] and outlining your qualifications and related experience for the position.