

We're Hiring!



ASSISTANT PROGRAM MANAGER

Posting Requisition	<i>22509</i>	Program	<i>WorkBC Centre</i>
Job Type	<i>Regular, Full-time</i>	Location	<i>Surrey-Newton, BC</i>
Hours of work	<i>35 hours per week</i>	Closing Date	<i>Open until filled</i>

Salary - \$34.74 - \$39.11 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 Assistant Manager takes initiative and in consultation with the Program Manager, sets goals and objectives to ensure the success of OCS and the program. Working with the Program Manager, the Assistant Manager compiles data and program plans. The Assistant Manager identifies service gaps and opportunities to enhance services as well as carries out initiatives for marketing events and services. The Assistant Manager acts as Program Manager in their absence.

ACCOUNTABILITIES

- Along with the Program Manager, assists with all aspects of program operations to ensure the efficient and effective delivery of services and develops clear and logical service guidelines and procedures in accordance with WorkBC Policies, ICM requirements and funder provided training and guidance.
- 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(s) meets or exceeds contract objectives, or in the case of fee for service programs, the objectives set out in the business plan.
- Provides reports as required, including monthly stats/reports, quarterly reports, annual business plans, marketing reports and other required reports by OCS, funders and accrediting bodies.
- Provides leadership, training, and supervision of staff/volunteers, including processing of timesheets, annual leaves, and staff development requests. This including monitoring of partner staff's performance, resolution of issues in consultation with partner agencies and providing training support as needed.
- Provides performance plans/evaluations on staff 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 staff and/or the Program Manager regarding any work-related problems or concerns.
- Assists in conducting program evaluations, surveys and focus groups for project/ program evaluation and enhancement and provides input for the development of new improved program(s). Acts as a liaison person for secondary delivery sites and outreach locations. Assists the Program Manager in developing, revising, and implementing the program practice/procedure manual as needed.
- Assists in the development of annual program goals and objectives, writes and contributes towards proposals / business plans in consultation with program staff, Program Manager, Senior Manager / Deputy Executive Director or designate.
- Facilitates planning of program events, marketing activities and is responsible for related purchases and expenditures.
- Responsible for staffing, confidential personal matters and discipline and assistance with discharge.

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

Posted: 24-Jan-15

We're Hiring!



- Responds to complaints/inquiries from staff, clients, funder representatives and the community in a professional and appropriate manner.
- Performs other duties, as needed.

QUALIFICATIONS

Education, Training, and Experience:

- Experienced in supervision of a team of Employment Counsellors and/or Employer Liaisons
- Solid understanding and experience interpreting WorkBC policies and QA standards; trained in ICM, BI Portal Reports and data analysis.
- Sound understanding of reviewing long-term intervention applications for feasibility and required documentation
- Must have a valid Driver's licence and access to a reliable vehicle.

AND

- Post secondary education in related discipline such as social work, psychology, business, leadership, human resources, adult learning and Experience in program development as well as building and sustaining community connections.

OR

- Minimum of two (2) years direct experience leading staff to achieve high levels of client employment outcomes and contractual targets, including conducting performance evaluations.
- Experience leading, managing and supervising a team and conducting performance evaluation.
- Experience conducting file reviews and audits and communicating key messages for quality improvement.
- CCDP designation is a strong asset.
- Leadership training courses (Federation of Community Social Services Leadership 2020) is beneficial.

Skills and Abilities:

- Advance administrative and computer skills for developing resources/tools and processes
- Ability to coach team members and provide training and support in the use of funder policy
- Demonstrated understanding of and competency working from a community-based approach that is also a performance-based business model.
- Must be comfortable working in a dynamic environment and adapting to emerging trends/demands.
- Practice personal performance management including ability to work independently, set priorities, manage multiple tasks and meet deadlines.
- Demonstrated ability to organize and co-ordinate events.
- A high level of motivation and sensitivity is required to effectively deliver services to a variety of individuals and supervise staff.
- Ability to work effectively with program staff, volunteers, and non-profit or publicly funded groups, agencies and organizations in a patient and calm manner while resolving challenging situations.
- Ability to identify sensitive issues and maintain confidentiality.
- Demonstrated sensitivity to and respectfulness of cultural and lifestyle diversity including strong interpersonal and intercultural communications skills.
- Represent the Society in a positive and professional manner when in contact with outside agencies, professionals or community.

SPECIAL REQUIREMENTS

We're Hiring!



- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.

**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: Mahrukh Khuram, Program Manager
Options Community Services Society

Email: employmentservices@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting # 22509] and outlining your qualifications and related experience for the position.