

We're Hiring!



SENIOR MANAGER, NEW INITIATIVES & SERVICE EXCELLENCE

Posting Requisition	22546	Program	<i>Employment and Immigrant 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 - \$85,000 - \$89,000 Annual (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 Senior Manager of New Initiatives and Service Excellence plays a pivotal role in advancing the Employment and Immigrant Service Division through strategic planning, program management, and ensuring the delivery of high-quality services. The Senior Manager will work closely with the Executive Director in leading strategic planning efforts, preparing funding proposals for new and existing contracts, and overseeing contract reporting requirements according to various funders and COA standards. Additionally, the Senior Manager monitors emerging community needs, adapting programs and services accordingly to remain responsive and innovative.

ACCOUNTABILITIES

- Support the development and execution of strategic plans to align initiatives with organizational and divisional goals and priorities, ensuring long-term sustainability and impact.
- Prepare comprehensive funding proposals for new and existing contracts, demonstrating a clear understanding of organizational needs and effectively articulating programmatic objectives and outcomes to secure necessary resources.
- Oversee the implementation and coordination of new initiatives/projects, ensuring alignment with established standards and industry best practices, and driving continuous improvement initiatives to enhance program effectiveness and efficiency.
- Collaborate with internal stakeholders, including program managers and finance teams, to gather necessary information and data for proposal development.
- Monitor contract reporting requirements, ensuring compliance with contractual obligations and maintaining effective communication with stakeholders, including funders, partners, and regulatory bodies.
- Stay abreast of emerging community needs and trends through regular monitoring and assessment, and adapt program strategies and services accordingly to address evolving priorities and maximize positive impact.
- Cultivate strong relationships with funders, partners, and other stakeholders to support the organization's objectives and enhance collaboration opportunities.
- Attend Senior Leadership and Division meetings as required.
- Contribute to a positive work environment by maintaining a positive working relationship with other workers and volunteers.
- Perform other duties as assigned.

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QUALIFICATIONS

Education, Training, and Experience:

- Post-secondary education in Psychology, Business or a related field and a minimum of ten (10) years of recent related experience in Employment and Immigrant Services.
- Experience delivering services with set deliverables, KPIs and outcomes.
- Demonstrated proficiency in managing program budgets with precision and maintaining rigorous financial accountability standards.
- Experience working with/analyzing qualitative and quantitative data.
- Experience working with newcomers, vulnerable populations and/or volunteers.

Skills and Abilities:

- Must be reliable, well-organized, detail-oriented, excellent follow-through skills.
- Excellent technical, analytical and communication skills.
- Excellent ability to engage with diverse individuals and groups; strong listening skills.
- Must be able to multi-task, take directions and work independently.
- Understand needs and issues/challenges related to immigrant/refugee/newcomer settlement needs.
- Solid understanding of publicly funded employment programing and work force development initiatives for underrepresented groups.
- Strong willingness to drive new initiatives.
- Ability to organize and carry out duties with independence and professionalism.
- Organized and comfortable working in a multi-tasking, fast-paced environment.
- Must be sensitive to and respectful of cultural and lifestyle diversity.
- Flexibility and willingness to work outside of regular work hours.

SPECIAL REQUIREMENTS

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

PLEASE APPLY TO:

Diana Delgado, Executive Director

Options Community Services Society

Email: diana.delgado@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #22546] and outlining your qualifications and related experience for the position.