

POSTING



SENIOR MANAGER

Temporary Full-time (35 hours per week) until return of incumbent

Homelessness Services

The Senior Manager is responsible for the effective administration, management, and development for shelter and homeless outreach programs. This includes the supervision and training of Assistant Managers and frontline staff and volunteers in the delivery of programs and services for those facing homelessness in our community.

These programs are undergoing a significant period of growth and this provides Options Community Services (OCS) with an exciting opportunity to re-imagine these programs. The Senior Manager of Homelessness Services will use their experience as a “change-agent” in the sector to implement operational shifts within the organization to meet the changing needs of the community.

Additionally, the Senior Manager will represent designated program areas and OCS in the broader communities and keeps current to adapt programs to client needs and emerging trends, ensures the effective reporting of programs, budget development and monitoring and other duties as required.

KEY DUTIES AND RESPONSIBILITIES

- Manage one or more program areas and directs Assistant Managers and other staff to ensure the effective and efficient delivery of programs and services within OCS policies and procedures, relevant legislation, and accreditation and professional standards.
- Oversee development, revision, implementation, and evaluation of new and existing programs to ensure they are up-to-date, innovative, and meet emerging client needs and contractual obligations.
- Develop annual program goals in consultation with staff and others and set and maintain quality levels through audits and evaluations, ensuring all contract objectives are met and reported effectively and in a timely manner.
- Monitor program risk controls, accountability systems, and utilization to the level in Contribution Agreements, other contracts/business plans, ensuring program objectives are met.
- Lead and/or participate in the development of standard and complex funding proposals and grants for new and revised contracts.
- Maintain an efficient, effective and integrated approach to service delivery data collection, evidence based best practices, and monitoring.
- Oversee entering of current program data into electronic record systems to ensure funder outcomes are aligned with contracts. Maintain accurate, complete and confidential client records.

NOTE: Applicants not selected for an interview will not necessarily be notified.
Options Community Services Society is an equal opportunity employer
committed to hiring a diverse workforce.

Posted: 03/14/17

OCS Posting #:A20863

Community Relations

- Maintain effective relationships with government, stakeholders, service partners, volunteer community groups, organizations, and committees to coordinate the provision of services, influence where appropriate, foster partnerships, collaborate, and exchange information.
- Maintain current knowledge of local, provincial and federal services, resource persons, and significant initiatives of importance to OCS and the community. Openly share and distribute this information with staff, other service providers, clients and the community as appropriate.

Human Resources

- Supervise, provide direction, ongoing feedback, support and recognition to Program Managers and other direct report staff to maximize individual and team performance.
- Work with direct reports to establish deliverables with measurable objectives and timelines, development plans for skill-set growth, and conduct formal performance reviews.
- Determine program staffing requirements and manage the recruitment and orientation for select staff. Lead the internal deployment of staff to align with changing program needs.
- Manage labour and employee relations matters in consultation with the DED and Human Resources including discipline, grievances, and strike planning.
- Manage OCS and program change initiatives by applying best practices for informing and involving staff through the transition.

Administration and Finance

- Manage the financial integrity and accountability of programs, monitor expenditures within existing budgets and guidelines, report out, and make budget recommendations.
- Apply the policies and standards of OCS program manuals, Health and Safety guidelines, completion of critical incident and safety reports, and WorkSafeBC safety standards.
- Oversee facilities upkeep by working with contractors and suppliers for service and maintenance. Liaise between user groups and OCS programs for use of facility space.
- Keep the DED apprised of all pertinent issues, information for effective decision-making, and provide input for the preparation of annual short and long range program plans.
- Participate in OCS co-ordination and management functions, program development and accreditation preparation and maintenance.
- Research, compile and submit funding, trend, statistics, research information and other reports as requested by the Deputy Executive Director, E-Team, Executive Director, funders and others.

QUALIFICATIONS

Education, Training, and Experience

- Bachelor's degree in a relevant discipline plus a minimum of 8 years' experience in a supervisory and program/project management role in the non-profit sector, including writing complex funding proposals; community development approaches and service delivery; cross cultural experience; and solid knowledge of select program areas.

Personal Leadership Attributes

- Models the principles of OCS Values: Helping People Help Themselves, Diversity, Integrity, Resourcefulness, Collaboration and Excellence.
- Displays a consultative leadership style, facilitating teamwork and staff development, with a desire to enrich the lives of those within the organization and for those served through OCS.
- Acts in a principled manner, adhering to standards for professional behaviour.
- Fosters trust through approachability, open dialogue, and a commitment to recognizing and supporting others in the achievement of OCS objectives.
- Commits to personal and professional growth and development.

Job Skills and Abilities

- Proven management skills with the ability to lead, motivate, inspire and work collaboratively with staff and teams to fulfill OCS's Mission.
- Demonstrated initiative for developing and implementing innovative strategies and plans to achieve program and organizational goals.
- Excellent skills for representing OCS in a positive and professional manner with external stakeholders including agencies, government, funders, and the community.
- Excellent ability to work effectively, and establish positive, collaborative working relationships with staff, volunteers, community groups, non-profits, funding agencies and all other stakeholders.
- Ability to make sound recommendations and decisions by considering factors based on a mixture of analysis, judgment and experience.
- Ability to coordinate, organize, prioritize and meet timelines, and be flexible to lead others in adapting to changing priorities.
- Excellent written, verbal, and reporting skills.
- Demonstrated Human Resources management skills including recruitment, orientation, staff development, coaching, recognition, performance management, and discipline.
- Demonstrated knowledge of financial management and the contracting process.
- Proven ability as a critical thinker who is able to assess situations rationally, problem solve and resolve conflicts with a win-win approach.
- Ability to utilize and adapt to new technologies including Word, Excel, OCS databases, and other software required by the role.
- Basic level First Aid, as required by the role; second language is an asset.
- Understanding and experienced in Harm Reduction methods.
- Demonstrated experience in leading organization change.
- Ability to multitask and prioritize in a quickly changing environment.
- Solid experience in supporting individuals and families facing homelessness and working through an anti oppression framework.
- Understanding of mental illness, addiction and poverty.
- Experience and knowledge of the case management and motivational interviewing.
- Crisis Line experience an asset.

Additional Information

- Effectively managing challenging, emergency, and time sensitive situations that may be stressful at times is a requirement of this role.
- This position requires work outside the standard office hours and thus requires flexibility.
- This position requires use of a personal vehicle for business purposes.
- Employer must maintain confidentiality, and be sensitive and respectful of cultural and diversity among clients, coworkers and the community.
- Attention to detail and the ability to follow through with tasks is vital in this role.

* An eligibility list will be maintained for up to 6 months

CLOSING DATE: March 31, 2017

PLEASE APPLY TO: Lori Dennis, Deputy Executive Director
Options Community Services Society

Email: lori.dennis@options.bc.ca

No phone calls please.

**Please submit a resume and cover letter how you are
“change-agent” with several years of experience
delivering social services to those facing homelessness.**