

We're Hiring!



Senior Program Manager

Posting Requisition: 2024-112

Program: MFPP, FEP, FSO, SSCF and Empower

Job Type: Permanent Full-time

Location: Surrey, BC

Hours of Work: 35 hours per week

Closing Date: June 30, 2024

Salary - \$47.12-\$53.01

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.

Reporting to the Executive Director, the Senior Program Manager is responsible for the effective administration, management, and promotion of Ministry of Children and Family Development (MCFD) funded programs and services, specifically; Family Enhancement Program (FEP), Multicultural Family Preservation Program (MFPP), and Family Support Outreach (FSO) and Special Services and the CLBC Funded Empower Program. Responsible for the management and training of Program Managers and other staff and volunteers in the delivery of programs and services.

ACCOUNTABILITIES

- Understand and achieve Contract Deliverables:
 - Manage program areas and direct Program 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 the development, revision, implementation, and evaluation of new and existing programs to ensure they are up-to-date, innovative, and meet emerging client needs.
 - 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.
 - 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.
 - 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.
 - Community Relations
 - Cultivate strong partnerships with government bodies, stakeholders, volunteer groups, and service partners to coordinate service provision, foster collaboration, and exchange information effectively.
 - Human Resources
 - Oversee and support Program Managers and staff by providing guidance, feedback, and recognition to enhance individual and team performance. Responsibilities include establishing measurable objectives, conducting performance reviews, managing staffing needs, overseeing recruitment and orientation, handling labor and employee relations issues, and leading change initiatives within the organization.
 - Administration & Finance
 - Ensure financial accountability by managing program budgets, monitoring expenditures, and making budget recommendations.
 - Uphold OCS policies and Health and Safety guidelines, including managing critical incidents and adhering to Work Safe BC standards.
 - Coordinate facility maintenance and usage, liaising between user groups and OCS programs, while

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

Posted: June 5, 2024

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also keeping the Executive Director informed on key issues and providing input for program planning.

- Research, compile and submit funding, trends, statistics, research information and other reports as requested by the Executive Director, E-Team, funders and others.
- Performs other duties as assigned.

QUALIFICATIONS

Education, Training, and Experience:

- Bachelors degree in social services and/or combination of education, training and related experience working in Community Social Services Sector, Ministry of Children and Family Development and working with moderate to high-risk families.
- Minimum of five (5) years' experience and demonstrated success in a Supervisory/Leadership role.
- Experience working with children and adults with developmental disabilities.
- Must have an unrestricted Driver's License and access to a reliable vehicle.
- Second language is considered an asset

Knowledge, Skills, and Abilities:

- Knowledge of Trauma-Informed practice, Solution-Focused Therapy and Attachment-Based Theory.
- Functional knowledge of Family-Systems Therapy; Expressive Therapies; Group Processes/Group Work; Cognitive-Behaviour Therapy; Child and Family Development; behavior intervention; and an understanding of Multi-Generational Trauma and Cycles-of Abuse through a Culturally Agile Perspective.
- Knowledge of working with multi-cultural families in order to increase parenting ability/appropriate discipline, intimate partner violence, supportive visitation, and reunification planning.
- Experience with families experiencing a range of child protection issues including; income, housing, mental health and drug/alcohol issues.
- 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.
- 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/budgeting and the contracting process.
- Ability to utilize and adapt to new technologies including Word, Excel, OCS databases, and other software required by the role.

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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**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 individuals.*

PLEASE APPLY TO: June Puga, Talent Acquisition Specialist

Email: June.Puga@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #2024-112] and outlining your qualifications and related experience for the position.