

**We're Hiring!**



## Senior Program Manager

**Posting Requisition:** 2024-113

**Program:** *FHCL, Family Counselling, SPEAC, SAC, DVIP, PEACE.*

**Job Type:** *Permanent Full-time*

**Location:** *Surrey, BC*

**Hours of Work:** *35 hours per week*

**Closing Date:** *June 30, 2024*

**Salary - \$45.52-\$57.02**

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 Counselling ( Family Counselling, Sexual Abuse Counselling and Suicide Prevention Education and Counseling) Crisis Line Services and the Domestic Violence Intervention Program is responsible for overseeing the development and delivery of Counselling and Crisis Line Programs, in accordance with legislation, regulations, contractual commitments, society policies and commonly accepted practice standards. The Senior Manager is actively involved in the planning, development and implementation of effective and efficient services, and, as a member of the leadership team, shares responsibility for the development of policies and plans affecting the services, human resources and financial resources of the society as a whole.

### ACCOUNTABILITIES

- Ensure adherence to OCS policies and standards by developing, implementing, and monitoring program policies, procedures, and systems.
- Support program managers in overseeing day-to-day operations of Counselling, Crisis Line programs, and DVIP, ensuring effective and efficient service delivery within OCS policies, relevant legislation, and professional standards.
- Assist in the development, implementation, monitoring, and evaluation of programs to meet client needs and fulfill contractual obligations to funders, including regular supervision of program staff managers.
- Lead or participate in developing funding proposals and grants for new contracts, ensuring efficient data collection, evidence-based practices, and compliance with accreditation standards.
- Collaborate in problem-solving and provision of services for challenging situations, maintaining knowledge of community resources and relevant policies.
- Maintain familiarity with Child Welfare and Protection issues, MCFD and PHSA policies, and foster positive relationships with relevant personnel and community organizations.
- Engage in liaising with other agencies, making referrals, representing counseling services and the society at inter-agency and community meetings, and contributing to OCS leadership through participation in the Leadership Team.
- Collaborate with program managers and CFO to develop, monitor, and manage annual program budgets, making recommendations and ensuring fiscal responsibility.
- Work with program staff and designated personnel to develop funding proposals, ensuring alignment with program objectives and funder requirements.
- Ensure program facilities meet health and safety standards, municipal regulations, and equipment is maintained, while maintaining knowledge of contracting processes and standard terms.
- Performs other related duties as required.
  - Community Relations
    - Foster and maintain effective relationships with government agencies, stakeholders, service partners, volunteer groups, and community organizations to coordinate service provision, influence as needed, foster partnerships, and share relevant information with stakeholders.
  - Human Resources
    - Provide supervision, feedback, and support to Program Managers and other staff, optimizing individual and team performance.
    - Collaborate with direct reports to establish measurable objectives, development plans, and

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Posted: June 5, 2024

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conduct performance reviews, while managing recruitment, orientation, and internal staffing deployment. Additionally, oversee labour and employee relations matters, including discipline and change initiatives in consultation with the Executive Director and HR

- Administration and Finance
  - Ensure financial integrity and accountability of programs by monitoring expenditures, making budget recommendations, and adhering to OCS policies and standards, including Health and Safety guidelines and WorkSafeBC standards.
  - Supervise facilities upkeep by coordinating with contractors and suppliers for service and maintenance, and facilitate communication between user groups and OCS programs regarding facility space usage.
  - Communicate pertinent issues and information to the Executive Director, providing input for annual program plans and participating in OCS coordination, management, program development, and accreditation activities.
  - Conduct research, compile reports, and submit funding, trend, statistics, and research information as requested by the Executive Director, E-Team, CEO, funders (MCFD, PHSA), and other stakeholders.

## QUALIFICATIONS

### Education, Training, and Experience:

- Masters 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:

- Awareness of legislation, regulations and practice standards relating to financial and human resource management, and the delivery of counselling services. Knowledge of counselling techniques, legal, ethical and technical issues faced by supervisors of professional counsellors, and services supporting children, youth, families and mental health consumers.
- Knowledge of issues related to women, families, youth and the indigenous population, including intimate partner violence, substance use, parenting and child protection.
- Excellent understanding of issues including best practices for addictions, mental health, families and children.
- A strengths-based clinical orientation. Excellent knowledge of evidence-based practices for clinical presentations.
- Expertise/experience as a clinical supervisor.
- Ability to advocate on behalf of the clients that we serve for additional counselling resources; training; FTEs; etc.
- Excellent oral, written, facilitation, reporting and interpersonal communication skills.
- Strong planning, organizational, and administrative skills.
- Capability to work independently, manage multiple projects and deadlines concurrently.
- Proficiency in handling stressful, emergency, or crisis situations, coupled with the initiative to devise and implement innovative strategies to achieve program and organizational objectives.
- 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.
- Ability to utilize and adapt to new technologies including Word, Excel, OCS databases, and other software required by the role.

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## **SPECIAL REQUIREMENTS**

- Demonstrated competency for and understanding of a community development approach and community-based service delivery.
- Specialized skills and demonstrated competency in the treatment areas of family counselling, sexual abuse, suicide prevention and counselling in other related areas.
- This position requires use of a personal vehicle for business purposes.
- Employee must be able to identify sensitive issues and maintain confidentiality. Must be sensitive to and respectful of cultural and lifestyle diversity among clients, co workers and the community.
- 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 individuals.*

**PLEASE APPLY TO:** June Puga, Talent Acquisition Specialist

Email: [June.Puga@options.bc.ca](mailto:June.Puga@options.bc.ca)

**Please include a cover letter clearly indicating the posting number [posting #2024-113] and outlining your qualifications and related experience for the position.**