

THE COMOX VALLEY TRANSITION SOCIETY

JOB DESCRIPTION

Position: Program Manager

Status: Exempt

Job Summary:

The Program Manager is responsible for the Programs of the Comox Valley Transition Society as assigned by the Executive Director. The Program Manager will work closely with the Executive Director and other senior staff to enhance and support the mission of the Society to ensure that CVTS Programs are effective and efficient, and that Program Coordinators are supported in meeting their program mandates.

The Program Manager is a member of the Executive Team and reports to the Executive Director.

Qualifications:

Education and Knowledge, Training and Experience

- Bachelor's Degree in a related field such as social work, child, and youth care.
- Thorough knowledge of the issue of violence and abuse against women and children, addiction, homelessness; client centered counselling approach, extensive program development and leadership experience, experience in management in a unionized environment. Commitment to ongoing education and development.
- Five years of progressively more responsible program management experience, preferably in the community social services sector.
- Demonstrated knowledge of specific program, legislative, policy, provincial and other government frameworks and systems, financial management, labour relations.
- Training or experience with a focus on operational/administrative management, planning, organizing, human resources, communication and counselling skills.
- Strong cultural competency and socially inclusive practice.
- Understanding of and commitment to work from a feminist perspective.
- Or an equivalent combination of education, training, and experience.

Skills and Abilities:

- Excellent oral, written, facilitation and interpersonal communication skills.
- Excellent planning, organizing and administrative skills.
- Excellent computer skills.
- Commitment to participatory and collaborative management style.
- Demonstrated teamwork, leadership, and supervisory skills.
- Demonstrated ability for community collaborative work and coordination.

- Ability to function independently and frequently under pressure, in an often-chaotic environment, while managing multiple projects and deadlines.
- Ability to manage stressful, emergency and crisis situations.
- Ability and willingness to participate in meetings, conferences, and other events outside regular working hours.
- Ability and willingness to adapt to a flexible work schedule, depending on the needs of the programs and staff.

Key Responsibilities and Duties:

A. Program Leadership

- Ensure effective program and service delivery consistent with the Society's mandate, policies, legal and budgetary requirements. Ensure compliance with contract and grant obligations.
- Ensure all programs/services are inclusive, values-based and delivered through a trauma-informed lens within an anti-oppression framework.
- Ensure services are planned, delivered, and evaluated in accordance with professional standards, best practice guidelines and legislative and funder requirements. Make recommendations regarding expansion, quality improvement, consolidation and discontinuation of programs using evaluation outputs.
- Monitor service delivery to clients to ensure a high level of consistency, quality of service and suitability of program activities.
- Develop evaluation and accountability mechanisms for program areas in consultation with Program Coordinators.
- Act as a liaison to funders with respect to service delivery and contract obligations.
- Reviews and approves program budgets in consultation with the Executive Director.
- In collaboration with the Human Resources Manager, makes final decisions in all human resource and labour relations activities, including hiring, supervision, performance appraisal, discipline, grievance resolution, arbitration, and discharge. Participates in union negotiations in consultation with the Executive Director.

B. Mentorship

- Provide support, information, training, and consultation to Program Coordinators. Ensure opportunities for team building, mentoring, and peer consultation between programs.
- Participate as a member of the Leadership Team in the development of strategic and operational plans, as well as policies and procedures relevant to areas of responsibility.
- Mentoring, special project assignments and cross-team task force involvement.
- Models a healthy workplace culture, including (1) a commitment to justice, equity, diversity, decolonization, and inclusion, and (2) a commitment to healthy work/life balance boundaries.

C. Community Role

- Participate on various internal and external committees, working groups and associations. May be required to attend Board Meetings and Board functions.
- Develop and maintain effective, appropriate relationships with government officials, donors, community groups, etc.

- Responsible for promoting the client groups, the Society, and its services positively and professionally in the community.
- Represents the Society at community and fundraising events or other official functions as directed or in the absence of the Executive Director.
- Ensures that communications and promotions about community programs are accurate and up to date (program guide, social media, calendars etc.)
- Prepare reports, conduct special studies, and make presentations as required.

D. Other

- Participates in the Emergency on Call rotation.
- Engage in ongoing professional development on the issue of violence and abuse against women, children and teens, addiction, mental health challenges, homelessness; management studies and human resource/labour relations issues.
- Performs other related duties as required.

Additional Job Information:

- This position requires the ability to function independently and frequently under pressure while managing multiple concurrent projects and deadlines including effectively managing emergency situations.
- Program delivery activities may require a moderate level of physical fitness to effectively carry out duties of the position.
- This position requires the incumbent to exhibit a very high level of motivation towards the position and thereby be a good role model to other employees.
- This position may require working outside of regular office hours, such as evenings and weekends, depending on the needs of the program.
- All employees pass criminal records check and sign an ethics and confidentiality agreement to the organization.
- This position requires a valid Class 5 driver's license and an appropriately insured vehicle in good running order.