

## **MANAGER, COMMUNITY PROGRAMS**

The **Manager, Community Programs** reports directly to the Director, Programs & Practice and is responsible for the overall oversight, leadership, direction, and operation of all programs within the portfolio. This role involves integrating and contributing to best practices and innovation within programs and initiatives to ensure compliance, efficiency, and effectiveness. The Manager will champion various committees of the Agency and ensure that PQI (Performance and Quality Improvement) and accreditation standards are top of mind within all programs and processes.

### **KEY RESPONSIBILITIES**

#### **Operational:**

- Provide overall leadership and oversight on the day-to-day operations of Community Programs.
- Plan the delivery of all programs and activities within the portfolio in accordance with the mission and goals of Community Services.
- Maintain accurate program budgets and collaborate with the Director of Finance to ensure operations within budgetary constraints.
- Develop initiatives to support the strategic direction of the Agency.
- Implement long-term goals and objectives to achieve program growth and sustainability.
- Develop and implement a program evaluation framework to assess strengths and identify areas for improvement.
- Oversee human resources functions including recruiting, supervising, and engaging team members.

#### **Program Oversight:**

- Ensure adherence to funding contracts and compile reports for various funders.
- Maintain positive collaborative relationships with agency colleagues, community agencies, services, partners, and funders.
- Participate in multi-disciplinary meetings with a focus on best practice, proactive solutions, and innovation.
- Oversee program priorities, staffing requirements, and client-service centered systems.
- Gather and record information required for program review and evaluation.
- Develop and implement program training needs as required.
- Attend meetings or ensure suitable representation.

#### **HR and Administrative:**

- Develop and monitor accreditation standards within agency policies and procedures.
- Ensure confidentiality of information and materials.
- Inspire confidence through effective communication and clear vision.
- Promote a leadership model of teamwork, collaboration, respect, and support.
- Identify areas for training and development and provide ongoing coaching and feedback.
- Review and approve staff time sheets, mileage, and expenses.
- Lead the recruitment and selection process for program staff positions.
- Provide coaching and clarity of expectations, including discipline and termination as outlined in the Collective Agreement.

**QUALIFICATIONS:**

- Minimum of a bachelor's degree in a related human service field from an accredited institution.
- Bachelor's degree in social work or a comparable human service field with five years' experience in family and children's services, or a bachelor's degree in another comparable human services field with five years' direct experience in service delivery
- Minimum of five (5) years' experience in a Supervisory position in social services.
- Training in mental health, victim services, early childhood education, service planning, trauma-informed practice, behavioral strategies, and communication strategies.
- Formal training in client and program outcomes, measurement, and evaluation.

**ADDITIONAL REQUIREMENTS:**

- Clean Criminal Record
- Current First Aid Training and CPR
- Must have a valid unrestricted Class 5 B.C. Driver's License\
- A clean driver's record check (annually)
- Must have an available, reliable vehicle and vehicle liability insurance in accordance with Community Services policies and procedures

**Maple Ridge/Pitt Meadows Community Services** is an accredited, multi-service charity dedicated to providing quality programs and services to Maple Ridge and Pitt Meadows for over 50 years.

*For more information, please visit [www.comservice.bc.ca](http://www.comservice.bc.ca)*

**Salary Range for this full-time, exempt position is \$87,000 - \$97,000 per annum.**

**Please submit your cover letter and resume to:**

**Kristy Rogge, Director of Operations**

**[krogge@comservice.bc.ca](mailto:krogge@comservice.bc.ca)**

*no later than February 22, 2024*

*We are committed to recruiting a diverse workforce that represents the communities we proudly serve, while encompassing the principles of equity, inclusion and diversity. We strongly encourage applications from people of colour, Indigenous Peoples, persons with disabilities, people of all gender expressions and sexual orientations including queer, trans, and two-spirit people. In our words and actions, we recognize the challenges for those facing inequalities, while acknowledging our privilege, as we continuously strive to remove bias and reduce barriers that individuals may experience in the hiring and job-seeking process. We invite feedback from all applications who apply for roles within the Agency.*