

# Job Posting

## Job Title:

# Program Manager

**Job Location:** The Program Manager will work in both our Courtenay and Campbell River locations. Courtenay is located in the diverse Comox Valley that spans between calms seas and majestic peaks and is home to both urban and rural areas. Campbell River is nestled between spectacular seaside and abundant trails, parkland, and natural space.

**Note:** As Program Manager, you will work with a number of our housing programs including The Station, Barnett House, and our Housing Assistance Program. You will also work in conjunction with the Program Manager of The Junction. This position includes a comprehensive 100% employer-paid benefit package, enrolment in our defined-benefit pension, the Municipal Pension Plan, and four weeks of paid vacation.

**Duties and Qualifications:** See job description at the end of this document.

**Salary Rate:** Competitive salary with benefit package.

**Schedule:** Variable, typically Monday – Friday. Will include some evenings and weekends including on-call coverage.

**Hours per week:** 35

**Closing date:** February 6, 2023, at 4:30 pm with a possible extension until a suitable candidate can be found. Applications will not be considered after this date if a suitable candidate has been found.

### Apply to (resume with 3 references):

Alisha McLain

#### Email:

alisha.mclain@jhsni.bc.ca

#### Fax:

250-286-3650

#### Mail:

140 10<sup>th</sup> Avenue, Campbell River BC V9W 4E3

## *Job Description*

*Position:* Program Manager  
*Reports to:* Executive Director  
*Approved by:* Executive Director  
*Approved Date:* July 25, 2003  
*Approved By:* Executive Director  
*Revised & Approved by Executive Director Date:* July 26, 2021  
*Reviewed Date:* June 22, 2022

### SUMMARY

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The Program Manager is responsible for managing assigned programs and staff.

### ESSENTIAL DUTIES & RESPONSIBILITIES

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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The Executive Director may assign other duties.

- Reporting to the Executive Director, the Program Manager is responsible for managing a geographic area of operations and/or assigned programs of the Society, including residential programs, housing programs, youth justice programs, community social service programs, and substance use programs. The Program Manager determines priorities, allocates resources, oversees client intake, ensures service quality, provides clinical and case supervision, supervises staff and contracted resources, and assists with the hiring process.
- Plans and manages the provision of designated programs and services for the assigned geographic and/or program areas, ensuring effective delivery of programs in accordance with program objectives and within the approved budget, and develops and oversees the implementation of new programs and services within the assigned geographic and/or program areas.
- Develops and establishes appropriate standards and mechanisms of accountability for the responsibility area in accordance with the policies and goals established by the Executive Director and/or Board of Directors, and ensures adherence to standards established by government and accreditation agencies.
- Determines program, resource, and operational priorities and requirements for all programs within the responsibility area and develops comprehensive plans and strategies to meet identified needs.

- Develops and maintains effective working relationships with referring authorities and stakeholders.
- Develops and staffs a responsive and highly skilled organizational structure, provides direction to staff in the attainment of the program objectives, allocates training, and provides professional development guidance.
- Ensures effective case planning and management, accountability to referring authorities, and consistent application of John Howard, government, and accreditation policies by staff in the provision of appropriate combinations and sequences of support and supervision services to individual clients. The manager collaborates with referring authorities, as needed, in developing case and service plans for individual clients. In addition, the manager monitors client outcomes and service outputs.
- Provides clinical, policy, technical, and practical guidance to staff and evaluates their work.
- Recommends long range plans and objectives for the responsibility area and provides recommendations to the Executive Director on program and services issues arising within the responsibility area or with implications across the Society.
- In a union environment, assists the Manager of Human Resources to recruit and hire staff within the complement authorised by the Executive Director, including participating in interviewing and selecting candidates for vacant or new regular positions, and for casual positions. Appraises employee performance and initiates remedial and corrective action as required. With the support of the Manager of Human Resources and/or the Executive Director, determines and administers disciplinary processes for subordinate staff, responds to non-culpable performance issues, and responds to employee misconduct, up to and including discharge.
- Conducts incident and complaint investigations, and provides emergency response to agency staff and caregivers, including after-hours on-call coverage.
- Helps to develop funding proposals and bids.
- Conducts special studies, makes presentations, and maintains up-to-date knowledge of emerging trends and development in services and programs relating to agency client groups, the provincial justice system, child welfare, and health systems in BC and elsewhere.
- Ensures that society facilities provide safety, comfort, and dignity to all employees and clients.
- Performs other related duties as required.

## QUALIFICATIONS

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- University degree at a Master's level in a discipline relevant to the work of the position plus progressively more responsible experience, including responsibility for operational management of programs and services. Appropriate professional certification is an asset.
- Knowledge of government and accreditation standards, applicable legislation and policies, issues surrounding the treatment and management of agency client groups (including child protection, youth justice, addictions, and mental health) the provincial justice system, child

welfare and health systems, other community and government support services for youth, and other related organizations and agencies.

- Understanding of the culture in which the organization operates, the mandates of contracting and referring authorities, and ability to work effectively in a multi-disciplinary environment.
- Proven planning, organizational, analytical, and administrative skills.
- Well developed communication, facilitation, negotiation, interpersonal, supervisory, and leadership skills.
- Ability to work effectively with volunteers and other non-profit and publicly funded groups, agencies and organizations.
- Ability to promote, reflect, and protect the culture and integrity of the organization and its programs.
- Ability to manage subordinates and oversee the provision of high quality programs and services within a dynamic and publicly visible and accountable environment.
- Ability to identify and analyze operational needs and develop plans and priorities.
- Ability to foster effective working relationships with peers, subordinates, other agencies, clients, and stakeholders.
- Ability to function independently and under pressure to manage concurrent projects, including emergency situations.
- Must have solid computer and internet skills.

## OTHER REQUIREMENTS

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- This position is excluded from union membership.
- The Program Manager must have a valid Driver's licence and safe, reliable transportation, and must obtain appropriate insurance as per Society policy.
- The position is sensitive as it requires a high degree of trust and is directly and indirectly involved with the care of children and vulnerable persons. The position deals with confidential information and requires that the incumbent be highly trustworthy.
- Two completed, acceptable criminal record checks, one from the Criminal Records Review and one from the RCMP
- There may be some contact with clients who are violent, exhibit bizarre behaviour and be under influence of drugs and / or alcohol.
- The position works in a stressful environment sometimes dealing with clients or families in crisis. The ability to function independently and frequently under pressure while managing multiple concurrent activities, including managing emergencies, is an ongoing requirement.

## DIVERSITY

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The John Howard Society of North Island welcomes applications from all qualified applicants including but not limited by those of any gender, race, orientation, or disability. Multilingual skills and multicultural competence are assets.