

Director of Immigrant and Senior Services

28 hours/week - Exempt

Job Summary:

Reporting to the Executive Director, the Director is responsible for leading all aspects of areas and programs assigned to them. This includes developing and implementing programs and effectively managing the day-to-day operations of their portfolio areas; managing, supervising, coaching and mentoring employees in a union environment; managing budgets including funding contracts; building, implementing and maintaining positive community partnerships; and serving in various internal and external roles to advance the Agency's mandate. Directors work in a collaborative team to set the direction of the Agency through its strategic plan and serve as a member of the CCS Director Team and Management Team.

This position will initially be responsible for portfolios of:

- **Immigrant Services**
- **Senior Services**

Qualifications:

Education, Training and Experience:

- Undergraduate degree in human services or related field.
- Minimum of five (5) years of varied program management experience in the non-profit sector.
- Extensive experience in managing employees, coaching and mentoring.
- Experience collaborating with professionals including clinical supervisors.
- Experience in financial management including budget development.
- Demonstrated experience in program development and management.
- Demonstrated communication and interpersonal skills.
- Strong computer and technology skills.
- Broad knowledge of issues, trends and legislative requirements related to program responsibilities.
- Ability to develop positive relationships with senior officials and community leaders and develop formal partnerships.
- Demonstrated strong leadership skills and ability to work independently.
- Demonstrated innovation in developing new services in the social sector to meet the growing needs of Chilliwack.

Key Duties and Responsibilities:

1. Works collaboratively and effectively within the Management Team and Director Team, ensuring strong overall Agency strategic planning, growth and development of the Agency and its employees; advancement of programs and initiatives to meet the needs of the community; and positive participation in weekly operational Director and Management Team meetings.
2. Plans, implements and evaluates programs in keeping with organizational objectives in their assigned portfolio.
3. Ensures effective service delivery ensuring its consistency with the Agency mandate and policy, legal, budgetary, reporting and other requirements.
4. Seeks out new funding and program opportunities through grant writing and public sector proposal opportunities (Requests for Proposals); negotiates contracts, develops budgets, implements programs and initiatives and evaluates.
5. Contributes to the development of Agency policies.
6. Develops budgets and monitors approved budgets. Manages variances to ensure budgets are being met. Ensures financial reporting is accurate and on time.
7. Oversees management of employees: supports, coaches and builds the capacity of direct reports including program coordinators.
8. Manages hiring, training and development and performance appraisals of direct reports in consultation with the Human Resources Coordinator. Takes a collaborative approach with direct reports in managing areas of discipline and ensures compliance with the Collective Agreement and the personnel policies of the Agency.
9. Develops and implements new partnerships to advance services in the community. This includes strong advocacy with governments at every level and community organizations and partners. Develops partnership and program delivery arrangements.
10. Ensures all accreditation (CARF) standards are met with respect to accredited programs within the scope of the department. This includes annual evaluations and plans in compliance with accreditations standards and preparing documentation and participating in CARF reviews.
11. Establishes and maintains effective relationships with all stakeholders.
12. Represents the Agency on relevant committees and community groups and advocates for issues relevant to Chilliwack Community Services mission – plays a leadership and development role in the community.

Personal Characteristics:

- **Behaves Ethically:** Understands ethical behaviour and business practices and ensures own behaviour and the behaviour of others are consistent with these standards and aligns with the values of the organization.
- **Professionalism:** In both appearance and manner represents the Agency in a positive light at all times. Maintains poise in difficult situations and lead by example.
- **Builds Relationships:** Establishes and maintains positive working relationships with others both internally and externally to achieve the goals of the organization.
- **Communicates Effectively:** Speaks, listens and writes in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Fosters Teamwork:** Works cooperatively and effectively with others to set goals, resolve problems and make decisions that enhance organization effectiveness.
- **Makes Decisions:** Assesses situations to determine the importance, urgency and risks, and makes clear decisions which are timely and in the best interests of the organization.

- **Organizes:** Set priorities, develops a work schedule, monitors progress towards goals and tracks details/data/information/activities.
- **Plans:** Determines strategies to move the organization forward, set goals, creates and implement actions, plans, and evaluates the process and results.
- **Solves Problems:** Assesses problem situations to identify causes, gathers and processes relevant information, generates possible solutions, and makes recommendations and/or resolves the problem.

General:

- Wage rate is \$47-\$50 per hour (Under Review) plus health and dental benefits.
- This position is Exempt.
- This position is open to all persons.
- This position requires successful completion of a criminal record check.

To apply for this position, please click the “Apply Now” link on our careers webpage:

<https://www.comserv.bc.ca/careers/>

Please mention the name of the job position you are applying for in your cover letter.

NO phone calls. Only short-listed applicants will be contacted.

Closing Date: Open until filled.