



Job Title:	Integrated Services Manager (ISM)	Competition #:	ISM-FT-29122025
Position Type:	Full-Time Flex (40 hours/week) Tue - Sat (08:00 – 17:00)	Union:	Excluded
Location:	Duncan, BC	Travel Required:	Yes – Duncan up to Comox
Salary:	\$83,408 to \$95,742	Posting Expires:	Open until filled
		External Posting URL:	<a href="https://vitals.ca/current-opportunities/">https://vitals.ca/current-opportunities/</a>

#### How to Apply

- Please complete the Job Application on our website: <https://vitals.ca/job-application/>
- Indicate the Job Title and the Competition # when applying
- For any questions please email [ea@vitals.ca](mailto:ea@vitals.ca)

#### Job Description

##### ABOUT US

We are a not-for-profit organization that provides services to those living in our community with mental and physical disabilities, or any other complex barriers. We offer our individuals a chance to integrate and immerse themselves in our local community, while teaching them skills to help them grow in their everyday lives. We have both individuals and employees who have been with us for over 20 years. We work closely with outside behavioral consultants, social workers, and specialists, to provide any level support needed by our individuals.

##### DUTIES AND RESPONSIBILITIES:

##### Key Responsibilities

##### Program Leadership & Operations

- Support smooth daily operations across all assigned programs.
- Ensure programs meet CARF Accreditation standards and follow organizational policies and procedures.
- Oversee program budgets in collaboration with Program Coordinators and the Finance Director.
- Ensure accurate and timely reporting in Nucleus and ComVida.
- Participate in the development and implementation of new programs and initiatives.
- Review program documentation and records to ensure accuracy, completeness, and compliance.

##### Person-Centered Support

- Support Program Coordinators in developing and monitoring Person-Centered Plans (PCPs).
- Ensure proper medication procedures and recordkeeping practices are followed.
- Promote effective communication among employees, caregivers, families, and external agencies.
- Ensure timely and accurate reporting of internal and critical incidents.

##### Home Share Support

- Support the Home Share team in recruiting, assessing, and developing Home Share Providers.
- Ensure Home Share arrangements are safe, supportive, and aligned with program standards.

- Facilitate network meetings, information sessions, and community outreach activities.
- Maintain strong relationships with CLBC, DDMHT, HSCL, and other community partners.
- Oversee PCP development, incident reporting, and referral/intake processes within Home Share.

#### **Team Leadership & HR Support**

- Mentor and guide Program Coordinators, fostering teamwork and a positive workplace culture.
- Support hiring processes and employee performance evaluations.
- Work with HR and Labour Relations to address employee concerns in alignment with policy and the Collective Agreement.
- Promote adherence to organizational values, standards, and expectations.

#### **Family & Community Engagement**

- Liaise with families, caregivers, and community stakeholders.
- Support communication processes that ensure accurate and timely information sharing.

#### **Occupational Health & Safety**

- Respond to emergencies and ensure staff are trained in emergency procedures.
- Participate as an active member of the OHS Committee.
- Ensure monthly drills, inspections, and required online training are completed.

#### **General**

- Participate in Society and community committees and initiatives.
- Share on call responsibilities with the Executive Team.
- Represent VITAL Society at meetings, conferences, and community events.

#### **Qualifications & Skills**

- University degree (Business Administration/Human Resources) or related diploma, or equivalent combination of education and experience.
- Home Share Certificate (Justice Institute of BC).
- Strong leadership, communication, and interpersonal skills.
- Experience supporting adults with diverse abilities.
- Ability to align with organizational goals and promote a positive, solution focused culture.
- Strong written and verbal communication skills.
- Ability to evaluate processes for risk, compliance, and operational improvement.
- Professionalism, adaptability, and strong self-management skills.
- Ability to model expected behaviours and support a healthy workplace.

#### **Conditions of Employment**

- Valid BC Class 5 Driver's License.
- Clear Criminal Record Search upon hire and every five years.
- Participation in on call rotation.
- Negative TB test (per Residential Care Regulation).
- Flu shot or preventative measures per policy.
- Current First Aid certification.
- Personal vehicle with business insurance for work related travel

## Other

The Integrated Services Manager would be excluded from union membership.

*Valley Integration to Active Living Society (V.I.T.A.L. Society) is committed to a diverse-positive view in hiring, while proactively pursuing the cultural competence necessary to provide a safe and welcoming social, physical, and informational space for all applicants.*

The Society defines accessibility as the ability to access and benefit from environments and/or services, and is committed to providing universal access throughout the hiring process.

Applicants requiring access to fair and equal process must advise the selection committee in a cover letter or email when applying. Applicants will be contacted to make the necessary arrangements.

***We look forward to hearing from you!***