



## Director of Programs

### Job Summary

The Director of Programs is a senior leadership role responsible for aligning program-level objectives with Kardel's broader strategic goals. This role provides oversight, mentorship, and guidance to a team of Program Managers and plays a key role in organizational planning and the advancement of the agency's mission.

### Qualifications

#### Education, Training and Experience

1. A combination of relevant post-secondary education and progressive leadership experience in the community social services sector or a related field.
2. Demonstrated success operating in a senior leadership capacity within complex service delivery environments.
3. Demonstrated experience providing strategic leadership with person-centered supports, driving quality improvement initiatives, and contributing to meaningful outcomes for individuals, programs and the organization.

#### Required Skills and Competencies

- Proven ability to supervise individuals and teams, including performance management, providing constructive feedback, effective delegation, coaching, and mentorship.
- Expertise in strategic planning and the application of systems thinking to guide organizational development.
- Demonstrated ability to collaborate effectively across departments such as Human Resources, Contracted Services, Finance, and Quality Assurance.
- Skilled in using data and outcome measures to support evidence-based decision-making.
- Skilled in establishing and maintaining clear delegation frameworks and accountability structures.
- Proficiency in implementing change management strategies and applying adaptive leadership practices.
- Strong capability in identifying, assessing, and managing risks, as well as solving complex problems.
- Competence in resolving conflicts constructively and managing employee performance issues.
- Excellent written and verbal communication skills tailored to diverse audiences.
- Ability to build and sustain strong relationships with funders and community partners.

#### Additional Requirements

- A valid BC driver's license
- A current driver's abstract
- Business class vehicle insurance
- A dependable vehicle



## Key Responsibilities

### 1. Senior Leadership Responsibilities

- Participate in the development of organizational strategic and operational plans.
- Identify and address policy or operational issues to improve service delivery.
- Determine programmatic and resource needs in collaboration with leadership.
- Collaborate with internal teams and external partners to design programs aligned with individual and organizational goals.
- Responsibility for agency training, budgets, and approvals is shared with the Director of Contracted Services.
- Represent the organization externally as delegated by the CEO.

### 2. Program Leadership

- Provide leadership and guidance to Program Managers to ensure service quality, efficiency, and compliance. Conduct regular performance reviews with Program Managers.
- Support transitions, admissions, and discharges in collaboration with CLBC and internal staff.
- Ensure regular and emergency coverage is arranged for Program Manager absences.
- Lead development and monitoring of program budgets with finance team.
- Coordinate training and leadership development for Program Managers.
- Maintain familiarity with program needs, staff teams, and individuals supported.
- Act as the primary liaison with Community Care Facilities Licensing.
- Provide oversight of Kardel's Nurse Consultant.
- Coordinate training needs with Director of Contract Services.

### 3. Health and Safety

- Ensuring the health and safety of individuals supported within agency-operated programs, including oversight of related policies, practices, and risk management strategies.
- Ensuring a safe work environment for staff by monitoring compliance with health and safety regulations, participating in incident investigations, and fostering a culture of safety and well-being across all programs.
- Provide oversight to the Joint Occupational Health and Safety Committee.
- Support managers with responses to complaints, staff injuries, critical incidents, or other workplace events, and engage Human Resources as appropriate.

### 4. Accessibility Planning Responsibilities

- Provide strategic leadership in the development, implementation, and ongoing evaluation of the organization's Accessibility Plan, in alignment with CARF standards and Community Living BC (CLBC) policies.
- Collaborate with individuals served, families, staff, and community partners to ensure accessibility planning is person-centred and responsive to diverse needs.
- Integrate accessibility goals into operational plans, budgets, and quality improvement initiatives.
- Monitor and report on accessibility outcomes, ensuring continuous improvement through data collection, stakeholder feedback, and adherence to best practices.



## 5. Reporting and Evaluation

- Use outcome measures to evaluate and improve program performance.
- Provide regular reports and recommendations to the senior leadership team.
- Oversee completion of licensing documentation and follow-ups related to critical incidents.

## 6. Other Responsibilities

- Act as an emergency contact for program staff including evenings and weekends.
- As required, to review and approve disbursements from funds held in trust.
- Other duties as assigned by the CEO.
- Investigation of formal complaints that originate from within the Homeshare program.

## Deliverables

### 1. Leadership and Team Development:

- Provide leadership support, coaching, and mentorship to the management team, fostering strong, collaborative, and effective leaders within a collaborative management team.
- Guide Program Managers in developing their own teams by supporting them to implement team-building strategies, promote staff engagement, and cultivate a positive workplace culture across all programs.
- Conduct annual performance reviews and create individualized training and development plans for Program Managers and the Nurse Consultant.
- Ensure performance expectations align with organizational values, service standards, and accreditation requirements.

### 2. Monthly Reporting:

- Prepare and present monthly reports to the CEO and senior leadership team that summarize program performance, accessibility goals, service trends, risk areas, staffing updates, and other key indicators as outlined in the Senior Leadership monthly report.

### 3. Transitions, Admissions, and Discharges:

- Ensure the timely and coordinated intake, transition, and discharge of individuals across programs, in collaboration with CLBC, families, caregivers, and other stakeholders.
- Maintain documentation and ensure person-centred planning principles are followed throughout each process.

### 4. Licensing Compliance:

- Support Program Managers to maintain compliance with all relevant licensing regulations and standards (e.g., Community Care and Assisted Living Act). This includes providing guidance and oversight to ensure timely submissions, readiness for inspections, implementation of corrective actions, and proper documentation of all licensing activities.

### 5. Accessibility Planning:

- Lead the development, implementation, and continuous improvement of the organization's Accessibility Plan.
- Ensure updates are made throughout the year to reflect progress and changes, and submit a comprehensive annual summary that aligns with CARF and CLBC expectations.



6. **Incident Management:**

- Provide oversight and support to Program Managers in the documentation, investigation, and follow-up of all incidents, including critical and non-critical events, staff injuries, and program-related concerns.
- Ensure that incidents are addressed in accordance with internal protocols and external requirements.

7. **Program Budget Oversight:**

- Develop, manage, and monitor annual operating budgets for each program in collaboration with finance and program managers.
- Ensure resource allocation supports program quality, staffing needs, and strategic goals.

**Hours of Work:** Monday to Friday, 37.5 hours per week, flexible scheduling between 8:00 am and 5:00 pm, excluding statutory holidays. Some flexibility may be required to accommodate occasional workload fluctuations and priorities.

**Compensation:** \$50 per hour plus health and dental benefits after 90 days

To apply, please send CV and cover letter to [humanresources@kardel87.com](mailto:humanresources@kardel87.com) or fax to 250-383-2835.