



Job Title:	Integrated Services Manager (ISM)	Competition #:	ISM-FT-23102025
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:	November 21, 2025
		External Posting URL:	https://vitals.ca/current-opportunities/
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			
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: Programs: • Works with the Executive Director to ensure smooth running of the programs. • Ensures efficient and effective administration of staffed living homes, Home Share and Community Inclusion programs, under their charge, including completion of all required reporting and duties as laid out in the Policy and Procedure Manual. • Working with the Program Coordinators and Finance Director to ensure that programs operate and maintain allocated budgets in accordance with the Society's financial policies and procedures and reporting framework. • Oversee the timely, accurate reporting of program related data into Nucleus. • Randomly check the Program's accuracy of scheduling and payroll-related data in Com Vida • Review documentation placed into Person Served file in Nucleus for content to meet the standards. • Ensure all CARF Accreditation standards are met or exceeded. • Will be involved in or assist with the development, coordination, and implementation of new programs and projects.			

- Reviews records and reports of persons served and Home Share Providers, to ensure that they are complete, accurate, and maintained according to Society guidelines, accreditation standards and contractual requirements.

Person Served – Staffed Living and Community Inclusion:

- Works with the Program Coordinators for facilitate the smooth running of the programs.
- Works with the Program Coordinators on the development of Person-Centered Plans (PCPs) for each person served, as outlined in CLBC contract outcomes and in conjunction with Person Centered Planning guidelines.
- Assesses and identifies on regular basis written individual plans.
- Ensures the Programs monitors the dispensing, administering, and safekeeping of all medications and medical supplies in accordance with policies and procedures.
- Responsibly oversees individuals' records and other information is kept up-to-date and safeguarded to ensure confidentiality.
- Works with Executive Director, Finance Director, and Program Coordinators and identifies individuals who are to receive services in a Staffed Home, Home Share, Community Inclusion, and Outreach to assist in cross service support – to avoid duplication and connect services.
- Ensures that all information regarding the status or needs of persons served is communicated appropriately to employees, caregivers, families, outside agencies, or others.
- Ensures that all documentation (i.e. internal and critical incident reports) is reported to the appropriate bodies in an accurate and timely fashion.

Person Served – Home Share:

- Works with the Home Share Coordinators to facilitate the smooth running of the programs.
- Oversees the Home Share team to ensure acquiring, assesses, and develops suitable resources as Home Share candidates,
- Oversees the Program Coordinator's resources and participates in program delivery.
- Plans, develops, and coordinates within the Home Sharing Network to meet a wide variety of needs of adults with diversabilities.
- Oversees that Home Share unit operates within budget.
- Ensures that each individuals in the Home Sharing Network lives in a safe, welcoming, and supportive life-sharing arrangement.
- Responsible to ensure that the program standards and guidelines are maintained.
- Facilitates regional network meetings for host families.
- Ensures the Home Share team is identifying the need for, and organizes, information sessions for Home Share Providers.
- Works with Home Share team to ensure information and transition fairs to promote the program in the community.
- Develops and maintains community contacts and resources.

- Represents the Society with respect to interaction, meetings, and contact with government and independent organizations such as the Developmental Disability Mental Health Team (DDMHT), Community Living British Columbia (CLBC), Health Services for Community Living (HSCL), and other stakeholders as required.
- Oversees the development, monitoring and review of Person Centered Plans (PCPs), and the assessment and identification of individual care needs.
- Ensure that the Home Share team maintains the exchange of information regarding the status or needs of persons served appropriately to employees, caregivers, families, outside agencies, or others.
- Ensures that the Home Share team manages and processes incident documents and requirements (i.e. internal and critical incident reports) and ensures they are reported to the appropriate bodies accurately, professionally, and in a timely fashion.
- Ensures that the Home Share team manages, monitors, and customizes referrals/intake with respect to community and behavioral respite.
- Oversees the Home Share team to ensure they develops Person Centered Plans (PCPs) are developed, implemented, and evaluated in conjunction with the person served and their family/advocates/professionals, and ensures that ongoing documentation is maintained

Advising/Mentoring/Leadership:

- Advises, mentors, and directs all Program Coordinators (PCs) in assigned programs and other relevant program areas assigned.
- Exhibits effective leadership and promotes teamwork.
- Is effective and supportive in the areas of:
 - Personnel (i.e. schedules, routines, performance);
 - Knowledge of and adherence to VITAL SOCIETY personnel policies and procedures;
 - Equipment, property, vehicles, stores, and supplies;
 - Individual planning, external standards, and fulfilling the mandate of VITAL SOCIETY contracts;
 - Recordkeeping and internal financial management systems; and
 - Reporting mechanisms (government ministries, affiliated agencies and professionals, persons served, families/caregivers, etc.).
 - CARF accreditation

a) Personnel:

- Works with HR team as needed with hiring for all VITAL SOCIETY programs.
- Works with the Program Coordinator team regarding the selection of employees, promotion, extension of probation periods, and corrective action procedures, reviewing action with the Executive Director or designate if necessary.
- Ensures Program Coordinator's performance evaluations are conducted on an annual basis, including assisting in evaluations of casual employees. Ensuring Program Coordinators complete assessments on their reports: probation, trial periods and annual.
- Working closely with the HR – Labour Relations Consultant to assist Program Coordinators with employee conflicts per the Code of Ethics, policy and procedure, and the current Collective Agreement.

Family Liaison:

- Contacts, refers, and liaises with families/caregivers and other community stakeholders as required.
- Develops and maintains communication processes for the acquisition and distribution of information about persons served to and from families and referral bodies, as required.

Occupational Health and Safety:

- Deals with emergency situations as required, and ensures emergency procedures are known and practiced by employees and the persons served.
- Active Member of the OHS Committee.
- Ensure all programs are completing the monthly drills and inspections with their teams.
- On line training courses are completed monthly as required to meet all regulations.

General

- Participates in various Society and community projects and committees as assigned or required.
- Shares on-call duties with Executive team.
- Performs all other related duties as required.
- Actively promotes the Society in the community and looks for opportunities to spread the Vitals name.
- Attends conferences/social events as requested to represent the Society

Qualification and Skills:

- University degree (Business Administration/Human Resources) or community college certification/diploma OR equivalent combination of education and experience.
- Home Share Certificate through Justice Institute of BC.
- Demonstrated supervisory, team building, organizational, leadership, communication, interpersonal skills.
- The desire to work with persons with diversabilities and demonstrated personal suitability to promote dignity, independence, individuality, and spirit.
- Ability and willingness to align one's own behaviour with the needs, priorities, and goals of the organization.
- Ability and willingness to promote organizational goals to meet organizational needs.
- Excellent written and verbal skills.
- A high standard of professionalism.
- Adapt to change in a positive and proactive manner and lead team with a solution focused attitude.
- Evaluation of process and systems for risk and compliance and identifying opportunities to improve operations and efficiency.
- Manage stress, self-care, balance, adaptability, flexibility and humor.
- Models behavior they expect of others.

Conditions of Employment

- Valid BC Driver's License (Class 5).

- Criminal Record Search upon commencement of employment and every five (5) years thereafter, providing clearance to work with vulnerable persons.
- Requirement to be on call for out of hour emergency.
- TB test with a negative result (per the Residential Care Regulation).
- Flu shot or preventative measures as mandated by the Society's Policy.
- First Aid.
- A vehicle with business insurance (business insurance must be obtained by employees who as a requirement of their employment utilize their personal vehicles for transporting persons served or are doing business on a regular basis for Vitals Society).

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!