



## Internal/External Job Posting (Exempt)

Victoria Women's Transition House is looking for a qualified candidate for the following position:

<b>Job Title</b>	<b>Community Programs Manager</b>
<b>Details of the Position</b>	The working supervisor will work closely with the Program Director to ensure a team-based, client-centered service delivery. Preference will be given to the candidate with a Master's in Social Work or relevant degree, and have five to eight years related experience, including five years supervisory/administrative experience. This is a permanent, part-time exempt position
<b>Job Description</b>	Attached
<b>Hours</b>	15-18 hours/week Flexible schedule
<b>Starting Pay Rate</b>	Management grid
<b>Benefits</b>	As specified in the Management Benefits Plan
<b>Start Date</b>	As soon as possible.
<b>Supervisor</b>	Deputy Director
<b>Additional Information</b>	Satisfactory completion of a criminal records search, TB test and Standard First Aid Certificate are requirements of the position. Second language an asset.
<b>Date Posted</b>	July 24, 2017

**Deadline for Submitting Applications: 5:00 p.m. September 8, 2017**

**Previous Applicants need not apply**

**Send Application to:**  
**Heidi Gayleard, Administrative Coordinator**  
**100-3060 Cedar Hill Road**  
**Victoria, BC V8T 3J5**  
**or email to [careers@vwth.bc.ca](mailto:careers@vwth.bc.ca)**



# Job Description

<b>Job Title:</b>	<b>Community Programs Manager</b>
<b>Job Summary:</b>	Responsible for managing a portfolio of programs which operate outside the Shelter environment. Tasks include management of staff and resources in the delivery of services and representing the Society in the community.
<b>Reports To:</b>	Deputy Director
<b>Key Duties And Responsibilities:</b>	<p>Adherence to the constitution, philosophy, mission and values of the Society.</p> <p>Oversees areas of the community programs section: Volunteer Program, Community Education Program, Volunteer Crisis Line Program, Homeless Outreach Program, Community Based Spousal Assault Programs and other community outreach counselling and groups for women and children.</p> <p>Ensures effective program and service delivery consistent with the Society's mandate, policies, legal, contractual, and budgetary requirements. Is responsible for monitoring and the evaluation of existing program areas, as well as recommendations for the development of new programs.</p> <p>Participates as a member of the Leadership Team in developing long-range and strategic plans, assessing and resolving operational issues and policies.</p> <p>Oversees the scheduling of program staff. Is responsible for all human resource and labour relations activities including hiring, training, supervision, performance appraisal, discipline, grievance resolution, arbitration and discharge.</p> <p>Provides active supervision to program staff, including support, information, training, and case consultation. Monitors the service delivery of staff to ensure a high level of consistency and quality of service, suitability of activities, and a high level of caring.</p>

	<p>Develops and establishes standards and accountability mechanisms for program areas in accordance with policies and goals established together with the Leadership Team and in consultation with program staff. Develops and recommends long-range plans and objectives for the program areas, in consultation with Deputy Director and staff.</p> <p>Develops program, resource, budgetary, operational and organizational requirements for all new and existing programs in areas of responsibility, in consultation with Deputy Director and program staff. Provides budget input, develops comprehensive plans and strategies to achieve identified objectives.</p> <p>Participates in various internal and external committees, working groups, associations. May be required to attend monthly Board meetings and other Board functions as appropriate.</p> <p>Maintains effective relationships with government officials, volunteers, community groups, etc. Liaises with community organizations to coordinate provision of services, resolve program delivery issues, exchange program information or provide information on the operation and use of the Society's programs. Responsible for promoting the agency's services, funding needs and values to the community. May represent the agency at community and fundraising events or other official functions as directed.</p> <p>Prepares reports, conducts special studies, and makes presentations as required. Engages in ongoing education on the issue of violence and abuse against women and children, management studies and human resource/labour relations issues.</p> <p>Performs other related duties as required.</p>
<p><b>Qualifications:</b></p>	<p>University degree required, with a preference for Master's level in social work, child and youth care or related area.</p>
<p><b>Education Training and Experience:</b></p>	<p>The position requires a thorough knowledge of the issue of violence and abuse against women and children, feminist counselling approaches, extensive program development and supervision experience in addition to management experience in a unionized environment. Commitment to ongoing education and development.</p>

	<p>Completion of a university degree in a discipline relevant to agency requirements or equivalent, with a focus on operational/administrative management, planning, organizing, human resources, communications and counselling skills.</p> <p>Five to eight years of progressively more responsible program management experience preferably in the community social service sector. Demonstrated knowledge of specific program, legislative/policy, provincial and other government frameworks and systems, information technology, financial management, labour relations.</p>
<p><b>Job Skills and Abilities:</b></p>	<p>Excellent oral, written, facilitation and interpersonal communications skills. Excellent planning, organizing, and administrative skills.</p> <p>Demonstrated teamwork, leadership and supervisory skills.</p> <p>Ability to function independently and frequently under pressure, while managing multiple projects and deadlines.</p> <p>Ability to manage stressful, emergency and crisis situations.</p> <p>Ability to participate in meetings, conferences and other events outside regular working hours.</p>