



## Exempt Job Posting

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>	<p>This role will work closely with the Program Director to ensure a team-based, client-centered service delivery. Preference will be given to the candidate with management experience in the community social services, or the candidate with a recognized master's program/ relevant degree, and management experience.</p> <p>The ideal candidates will have five to eight years related experience, including five years of management in a unionized environment.</p> <p>This is a permanent exempt position</p>
<b>Job Description</b>	Attached
<b>Hours</b>	28 -35 hours/week, Monday to Friday, flexible to meet the needs of the program.
<b>Starting Pay Rate</b>	Management grid
<b>Benefits</b>	As specified in the Management Benefits Plan
<b>Start Date</b>	Immediately
<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. Vehicle required and valid driver's license. Second language an asset. Please note that in addition to an interview testing will be conducted.
<b>Date Posted</b>	December 24, 2020

**Deadline for Submitting Applications: 5pm, January 22, 2020**

Send Application by email to:  
 Sharde Long, HR Manager  
 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><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Participates as a member of the Leadership and Program Teams in developing long-range and strategic plans, assessing and resolving operational issues and policies.</li> <li>• Participates in various internal and external committees, working groups, associations. Is required to attend monthly Board meetings and other Board functions as appropriate.</li> <li>• Participate in meetings, conferences and other events outside regular working hours.</li> </ul> <p><b>Management of Staff</b></p> <ul style="list-style-type: none"> <li>• Ensures adherence to the constitution, philosophy, mission and values of the Society.</li> <li>• Manages a team of unionized staff.</li> <li>• Responsible for the scheduling of program staff.</li> <li>• Works collaboratively with human resources to perform all labour relations activities including hiring, training, supervision, performance appraisal, discipline, grievance resolution, arbitration and discharge.</li> <li>• Coach and mentor staff as appropriate to improve performance</li> <li>• Ensure staff receive an orientation to the agency and provide necessary training.</li> <li>• Create and contributes to a culture of accountability and collaboration.</li> </ul> <p><b>Program Management</b></p> <ul style="list-style-type: none"> <li>• Oversees areas of the community programs such as Counselling and Support Services, Children and</li> </ul>

	<p>Youth Program, Older Women's Program, Outreach and Safe Home Program, and Third Stage Housing.</p> <ul style="list-style-type: none"><li>• Provides active supervision to program staff, including support, information, training, and case consultation.</li><li>• 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.</li><li>• Contributes to grant writing and fundraising initiatives.</li><li>• Works collaboratively with BC Housing to provide property management services and to manage residential tenancy programs.</li><li>• 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.</li><li>• 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.</li><li>• 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</li><li>• Prepares reports, conducts special studies, and presentations as required.</li><li>• Engages in ongoing education on the issue of violence and abuse against women and children, management studies and human resource/labour relations issues.</li></ul>
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	<p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Acts as the management Representative on the Joint Occupational Health and Safety Committee</li> </ul> <p><b>Community &amp; Client Relationships</b></p> <ul style="list-style-type: none"> <li>• Participates in various internal and external committees, working groups, associations. May be required to attend monthly Board meetings and other Board functions as appropriate.</li> <li>• 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.</li> <li>• 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.</li> </ul> <p>Performs other related duties as required.</p>
<p><b>Qualifications:</b></p>	<p>Completion of a Master's degree in a relevant field required or a combination of experience and education.</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 in a unionized</p>

	<p>environment, preferably in the nonprofit community social services sector.</p>
<p><b>Job Knowledge, Skills and Abilities:</b></p>	<ul style="list-style-type: none"> <li>• Oral, written, facilitation and interpersonal communications skills.</li> <li>• Understands the complexities of working in non-profit community social services</li> <li>• Exceptional planning, organizing, and administrative skills.</li> <li>• Ability to be flexible and adaptable to emerging needs of programs.</li> <li>• Ability to manage multiple competing priorities.</li> <li>• Demonstrated teamwork, leadership and management skills.</li> <li>• Ability to function independently while frequently under pressure.</li> <li>• Manage stressful, emergency and crisis situations.</li> <li>• Understand and apply contractual language.</li> <li>• Have knowledge of collective agreements and understand how to apply them.</li> <li>• Understanding of Trauma Informed Theory and Practice.</li> <li>• Understanding of Feminist Theory and Practice.</li> <li>• Ability to engage in strategies such as personal and professional development that enhances boundaries, self-care, personal wellness and clinical practice.</li> <li>• Demonstrated knowledge of specific program, legislative/policy, provincial and other government frameworks and systems, information technology, financial management, labour relations.</li> </ul>