Job Title: Program Director

Job Summary

The Program Director reports to the COO or designate and works in accordance with the policies, procedures and philosophy of the supportive housing department within Vancouver Native Housing Society. The position requires the ability and understanding to conduct oneself in a professional manner both in and outside the workplace as an employee of Vancouver Native Housing Society. Duties and responsibilities include monitoring the general wellbeing of tenants, dealing with daily program management and administration issues for Kwayatsut residents while addressing the day to day issues that occur when working with marginalized and at risk populations. The Program Director is an integral position liaising with internal and external stakeholders, working towards the desired outcomes of supportive, appropriate, relevant and culturally sensitive programming within a micro and macro community setting; ensuring the programs and operations support and endorse cohesion in promoting a respectful and supportive place in which to reside, visit and work in.

Duties and Responsibilities:

1. Expertly executes program management tasks including issue and risk management, building complex multi-phase program schedules, tracking dependencies and milestones, and communication of overall program status
2. Proposes potential solutions when faced with a new complex problem, even where little or no precedent exists, considering the needs of all collaborative groups, external and internal stakeholders and budget constraints.
3. Provides effective team leadership through execution and times of change
4. Leverages resources outside own group to solve problems and achieve results
5. Nurture and motivate a team of Tenant Support Workers, employing exemplary leadership skills, sound judgement, transferable policy development and effective communication skills. The ability to positively influence existing partnership as well as develop future partnerships in the delivery of meaningful programs
6. Effective stakeholder management as well as financial literacy of program parameters and operational budgets
7. Builds strong partnerships with third-party solution providers and service providers
8. Managing all aspects of complex, large-scale supportive housing programming in a highly sensitive environment often through a consultative and collaborative process
9. Managing the transition of large-scale paper and pencil processes to an online, computer-adaptive format while working closely with senior-management and IT leads
10. Developing and implementing effective programs, processes, procedures, and schedules for meeting project and program deliverables and resident’s needs.
11. Working with tenants and Tenant Support Workers to ensure that all program plans and schedules are viable; that the tenant, support workers, workshop facilitators understands their roles and deadlines, and that clear lines of communication are established
12. Chairing and facilitating high-level resident and team meetings with multiple participants and guiding discussions among multiple stakeholders to reach concrete decisions and productive outcomes
13. Monitoring schedule, deadlines and deliveries to ensure program commitments are executed on time
14. Oversee and manage the daily programs offered to ensure the respect, safety and security of tenants, staff and visitors is maintained within the policies, procedure and philosophy of the supportive housing department and Vancouver Native Housing Society.

15. Ensure building and program operations comply with all required Health and Safety Standards and regulations including WHMIS and Food Safe.

16. Accomplishes human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.

17. Achieves operational objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining system improvements; implementing change.

18. Direct staff to monitor the Tenant’s ability to maintain their suite and when required make arrangements with support agencies for resources required to fulfill their obligations as a Tenant and or community member, working to empower all tenants with appropriate levels of supports and resources. Encourage and support Tenant to make healthy choices and practises.

19. Work in unison with the Property Manager, Building Manager and key leads in delivering the mandate of safe and affordable housing to vulnerable and marginalized populations.

20. Participate in the selection process of tenants, perform duties such as making arrangements for tenants to move in, introducing new residents to other staff, and outlining the policies and procedures. Communicate with and encourage tenant involvement in the building including attending scheduled resident advisory meetings.

21. Complete a variety of administrative functions and assist with the administration of tenant funds as directed by the management team.

22. Attend on a regular basis, monthly staff meetings, tenant meetings and additional program and community meetings as directed.

23. Liaise with Vancouver Native Housing support staff in relation to resident’s health and well being and work with the staff team to ensure tenant’s concerns are dealt with in a respectful manner.

24. Participates as a team member with other staff to ensure a safe and caring environment by performing duties such as responding to emergency issues, information sharing and supporting others respectfully within the parameters of the Personal Information a Privacy Act and related agency policy.

25. Complete and maintain related manual and computerized records and documentation by performing duties such as documenting interactions with Tenant and service providers, maintaining statistical data, completing individual and personnel files.

26. Provide support and direction to tenants, volunteers and/or community placements assigned to work area by performing duties such as demonstrating tasks, monitoring work, and providing constructive feedback.

27. Meets financial objectives by forecasting requirements; preparing annual program budgets; scheduling expenditures; analyzing variances; initiating corrective actions.

28. Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations. Participate in training outlined by Supervisor and or Senior Management.

29. Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

30. Perform other related duties such as assigned from time to time by the Property Manager and or management team.
Qualifications:

Education, Training and Experience

- Post Secondary Diploma or Degree. Basic First Aid Training Certificate, plus five (5) years of related experience or an equivalent combination of education, training, and experience.
- Minimum 2 yrs of Post Secondary Education in a relevant subject.
- Minimum 3 yrs of supervisory experience.
- Eligibility to be bonded.
- Demonstrated proof of two (2) years sobriety if having drug/alcohol/addiction problems.
- Crisis Intervention, Narcan and Conflict Resolution Training an asset.
- Proficiency in the use of computers for: Word processing, simple accounting, databases, spreadsheets, e-mail, power point, internet

Skills and Abilities

i) Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness
ii) Knowledge of program management and client groups and/or issues related to the program Mount Pleasant area
iii) Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
iv) Demonstrated knowledge and familiarity with related resources including mental health system and related agencies, social service systems, and addiction support services
v) Understand ethical behaviour and business practices, and ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organization
vi) Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization
vii) Focus on Client Needs: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters
viii) Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
ix) Develop new and unique ways to improve program operations of the organization and to create new opportunities.
x) Positively influence others to achieve results that are in the best interest of the organization.
xii) Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
ixii) Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results
xiii) Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem
Working Conditions

Physical Effort
Nature of work requires light level physical effort and/or dexterity.

Mental Effort
Nature of work may include frequent short periods of intense concentration, frequent interruptions and meeting multiple tasks and deadlines.

Psycho-Social Conditions
Moderate stress working with multiple deadlines and assisting a diverse workforce to address daily operational and program deliverables.

Work Environment
Office environment primarily

Remuneration
$24.60 - $26.60 per hour

OVERVIEW - The Program Director performs a wide range of duties including, but not limited to the following:

Plan the program

- Plan the delivery of the overall program and its activities in accordance with the mission and the goals of the organization
- Develop new initiatives to support the strategic direction of the organization
- Develop and implement long-term goals and objectives to achieve the successful outcome of the program
- Develop an annual budget and operating plan to support the program
- Develop a program evaluation framework to assess the strengths of the programs and to identify areas for improvement
- Develop funding proposals for the program to ensure the continuous delivery of services

Organize the program

- Ensure that program activities operate within the policies and procedures of the organization
- Ensure that program activities comply with all relevant legislation and professional standards
- Develop forms and records to document program activities
- Oversee the collection and maintenance of records on the clients of the program for statistical purposes according to the confidentiality/privacy policy of the organization

Staff the program

- In consultation with the Property Manager and Chief Operating Officer, recruit, interview and select well-qualified program staff
- Implement the human resources policies, procedures and practices of the organization
- Ensure that personnel files for the programs are properly maintained and kept confidential
Establish and implement a performance management process for all program staff
Engage volunteers for appropriate program activities using established volunteer management practices
Ensure that all program staff receive an appropriate orientation to the organization and the programs

Lead the program

Ensure all staff members receive orientation and appropriate training in accordance with organizational standards
Supervise program staff by providing direction, input and feedback
Communicate with clients and other stakeholders to gain community support for the program and to solicit input to improve the program
Liaise with other managers to ensure the effective and efficient program delivery
Coordinate the delivery of services among different program activities to increase effectiveness and efficiency

Control the program

Write reports on the program for management and for funders
Communicate with funders as outlined in funding agreements
Ensure that the program operate within the approved budget
Monitor and approve all budgeted program expenditures
Monitor cash flow projections and report actual cash flow and variance to the Property Manager on a regular basis (monthly/bimonthly)
Manage all project funds according to established accounting policies and procedures
Ensure that all financial records for the program are up to date
Ensure financial reports and supporting documentation for funders are prepared as outlined in funding agreements
Provide required information to have invoices generated and submitted to funders according to the established timelines
Identify and evaluate the risks associated with program activities and take appropriate action to control the risks
Monitor the program activities on a regular basis and conduct an annual evaluation according to the program evaluation framework
Report evaluation findings to the Property Manager and recommend changes to enhance the program, as appropriate

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