

Program Manager (Coquitlam)

ABOUT US

The John Howard Society of the Lower Mainland (JHSLM) of BC's vision is " A safe, healthy and inclusive community for all ". We are a charitable organization that supports people with developmental disabilities and/or involvement with the criminal justice system. We are a team of over 150 people serving clients across the Lower Mainland.

Please visit our website for further information www.jhslmbc.ca.

ROLE PURPOSE

To administer, manage and enhance the operation of the JHSLM Community Living Programs – in accord with all related contractual agreements with Community Living BC within the framework of the Mission Statement and Core Values of JHSLM. The manager accepts responsibility for the daily operation of all aspects of the resource(s) and its programs.

KEY ACCOUNTABILITIES

Administration

- Responsible to implement and promulgate all policies and procedures, including developing appropriate manuals, brochures and handbooks
- Hire, supervise, evaluate, transfer and terminate staff as necessary to fulfill the program goal in accord with the Collective Agreement with CUPE Local 1936-11 and the Personnel Policies of the Society
- Arranges shift schedules, ensuring appropriate staff coverage
- Implements a system of staff and volunteer orientation, supervision, in service training and evaluation
- Ensures all appropriate daily documentation of resource staff files and records are maintained
- Accepts overall responsibility for the daily financial and administrative aspects of the resources.
- Assists the Regional Director to prepare the budget and financial statements
- Identify new funding opportunities, writing and submitting the funding proposals in consultation with the Regional Director
- Ensure all funder requirements such as program and financial reporting, including financial audits are completed as required

Programs

- Effective, rehabilitative residential and support programs are maintained
- Ongoing liaison with other JHS staff, especially regarding potential referrals for residency
- All applicants for residency are properly screened
- The development and utilization of volunteer programs, practicum students, etc
- The development of related in-house program opportunities, available to the residents of the resource(s) and the community

- That a care plan (intervention plan), which is based on all agreed goals and includes all steps or success measurement and time lines, is completed

Community

- Maintain effective working relationships with related community services, government/stakeholders and agencies
- Be knowledgeable of related agencies for effective client referrals and support, especially those in the Lower Mainland community

Facilities

- Ensure that the physical facilities fulfill all fire, health and safety regulations
- Ensure that the resource(s) is maintained as a clean, pleasant and safe environment

On Call

- Be available to all resource staff, in case of emergencies. This may include carrying a pager or cell phone 24 hours a day
- Ensure on call coverage is arranged in their absence

WORKING CONDITIONS

- Works full time at 40 hours a week. This may include days, evenings, overnight and weekends as required including flex hours
- Is excluded from the bargaining unit of CUPE Local 1936-11
- Receives benefits and works within the conditions outlined in the Personnel Manual
- Possesses personal transportation to enable travel throughout the Lower Mainland

QUALIFICATIONS

You are a highly motivated individual with a proven ability to work within a fast-paced, growth-focused environment. You will possess:

- A University Degree in the Behavioral Sciences
- Extensive experience and expertise in the Community Living, Mental Health and Criminal Justice System
- Current Emergency First Aid Certificate
- Extensive experience in management of the day-to-day aspects of community-based residential programs, including case planning, behaviour modification techniques, psychosocial rehabilitative techniques
- Knowledge of Community Living and Mental Health programming and the guiding philosophies and influencing policies and politics
- Strong knowledge of Autism Spectrum Disorder and experience with collaborating with Behavioral Consultants.
- Demonstrates experience in the residential programs for hard to house people
- Excellent verbal and written communication skill in English
- Knowledge and experience in the areas of group process, individual counseling and crisis management
- Extensive knowledge and experience in hiring, training and supervising staff
- Ability to motivate and organize a staff team

- Administrative experience
- A strong desire to be part of the Management of JHSLM

WHO YOU ARE

- You are passionate about creating an environment where everyone feels welcome and respected
- You have a proven work ethic that is responsive
- You take responsibility for your actions, and honor your commitments
- You have a desire to engage and work closely with others – both within and outside the organization
- You do not shy away from tough challenges
- You embody empathy and compassion in all your interactions

COMPENSATION

Annual Salary will be negotiated based on experience and qualifications. This role will also be eligible for the Society's comprehensive Management Benefits Package.

DIVERSITY

The JHSLM welcomes applications from all qualified applicants including but not limited by those of any sex, race, orientation, or disability. Multilingual skills and multicultural competence are assets.

If you have these skills, and would like to be part of a great team, we invite you to forward your resume and cover letter to careers@jhslmbc.ca with the subject line – Program Manager by: **Thursday, November 22, 2018 @ 5pm PST.**

The John Howard Society of the Lower Mainland of BC thanks all applicants for your interest in this opportunity. Please note that only shortlisted candidates, who have clearly articulated having met the essential qualifications, skills, and abilities in their application package will be contacted.