



Program Manager (Posting #20-014)

Are you looking for challenging and rewarding employment? Do you want to make a difference and build connections within your community? If yes, we have an opportunity for you.

The **Chilliwack Society for Community Living (CSCL)** offers more than a job. Located in Chilliwack, BC, in the beautiful Fraser Valley an hour outside of Vancouver, CSCL has been serving the community since 1954 and has grown to employ over 330 people. Our organization serves people with varying abilities, providing supports that enhance quality of life and promote diversity and community inclusion.

CSCL has been growing rapidly. We offer a fulfilling career, a positive work environment, and generous benefits (If you have been employed by a CSSEA employer member, you may be eligible for porting of wage and vacation). Chilliwack offers affordable housing, minimal traffic, and spectacular mountain views.

CSCL values diversity in the work force and strives to maintain an environment of respect, caring & trust. Our organization also values caring and dedicated employees; if this describes you, we welcome your application.

Duties & Responsibilities:

The Program Manager is responsible for overseeing the day to day operations of three Community Inclusion and Employment services (may include other services as mandated by need), including the supervision of assigned services and staff. The manager will provide leadership, vision, and direction to service teams ensuring that quality, individualized and responsive services are provided with respect and dignity and will promote excellence and innovation in service provision.

- Develops, implements, supervises and evaluates programs that are congruent with adult's needs and the principles of community inclusion.

- Assists with the development of service standards, guidelines and policies and ensures that they are implemented.
- Recruits, selects, supervises and evaluates staff; coordinates and schedules staff; identifies training needs and facilitates training; participates in conflict resolution amongst staff.
- Chairs and facilitates meetings (staff, committee, multi-disciplinary, eligibility meetings, etc) and ensures the completion and distribution of meeting minutes.
- Ensures that appropriate systems are in place to support and maintain services.
- Makes referrals to the designated Associate Director and/or Service Director when services required or requested fall outside the mandate of the existing services.
- Supervises expenditures within the existing budget allowance and makes budget recommendations (according to the Internal Control Guidelines).
- Ensures that accurate reports and individual records are maintained and that confidentiality is a priority. Ensures that all pertinent and required documentation is complete.
- Develops and maintains relationships with each individual and their families based on mutual respect, trust, and celebration of each person's gifts, talents and unique contributions.
- Is able to perform the duties of the Community Inclusion Support Worker and Vocational Counsellor as scheduled or needed and is available on an on-call basis for emergency situations.
- Ensures effective communication with staff and families/caregivers.
- Maintains an effective relationship with government officials and community groups. Maintains liaison with other community organizations to coordinate provision of services, exchange program information, or provide instruction on the operation and use of the assigned services.
- Strives to maintain a current awareness of best practices in the community living sector as they apply to individuals served, and participates actively in both professional evaluation and professional development.
- May represent the Society at community events. Understands role as liaison person, and representative of CSCL between the services, parents/families/caregivers, and the community as a whole.
- Performs other related duties as required and assigned by the designated Director.

Qualifications & Experience:

- Must have post-secondary education in Social Services, Employment Services or related field.
- Must have a minimum of 5 years experience in the community living sector.
- Must have experience in Employment Related Services.
- Managerial experience is an asset.
- Excellent oral and written communication skills.
- Proficient in the use of computer including use of Microsoft Office.

- Excellent interpersonal behaviour and communication skills including motivation, mediation, and cooperation.
- Thorough knowledge of theory, principles and practices of the community living sector.
- Proven ability to provide leadership to a team.
- Demonstrated high quality support skills and the ability to coach and mentor the same.
- Excellent organization, time and general management skills.
- Ability to work independently while managing multiple concurrent projects and deadlines.
- BC Driver's License and a reliable vehicle

Shifts/Schedule:

Monday - Friday 8:00 - 4:00, but remaining flexible to meet the needs of the service areas.

Compensation:

As per Community Social Services Collective Agreement.

This position requires Union membership (BCGEU).

Benefits include Extended Health and Dental, as well as mandatory participation in the Municipal Pension Plan, following completion of the probationary period.

How to Apply:

Email: human.resources@cscl.org

Fax: (604) 792-7962

Please quote posting number 20-014 on the application.