

## JOB POSTING

**Title: Program Manager**

**Hours of Work:** Monday to Friday 8:30am to 4:30pm, 37.5 hours per week

**Probation Period:** 3 months

**Society Profile:** Seniors Services Society is a non-profit agency located in New Westminister, BC which provides support services for seniors in New Westminister to live independently, as well as housing information across BC and outreach services for seniors in the Metro Vancouver Region.

**Purpose:** The **Program Manager** is a new and evolving position resulting from a review of services delivery within Seniors Services Society of BC to support the agency's new strategic direction. Reporting to the Chief Executive Officer, the **Program Manager** is responsible for providing overall guidance and management to the program teams, in order to achieve agreed upon action plans and long-term strategic objectives.

### **Key Responsibilities:**

- Recruits, selects, orients, trains, and supervises non-administrative staff, and ensures a supportive and collaborative teamwork environment,
- Manages employee contracts, conducts regular performance reviews, and ensures job manuals are up to date,
- Develops, coordinates, and maintains all programs including, needs assessments, implementation plans and day to day operations,
- Conducts program evaluation and development such as research, planning and data collection on current and new potential programs,
- Assist with grant writing and outcome reports on behalf of the Society,
- Manages all client relations, ensuring clients receive services in a fair and consistent manner and that client files are accurate and current,
- In conjunction with the CEO and the Office administrator, ensure all human resource administration, policies and procedures are in place, and consistently adhered to,
- Work collaboratively with the CEO in agency operational planning,
- Represent the Society at various committees across the Greater Vancouver Region and act as ambassador and expert on seniors' issues, and
- Other duties as required

### **Qualifications:**

- Bachelor's degree in Leadership and/or Business Administration with the minimum of 3 years' experience in program management as well as 3 years' experience leading and

managing staff, preferably with a non-profit organization or an equivalent combination of education and experience,

- Exemplary leadership traits and skills; ability to inspire, motivate, guide and support staff,
- Knowledge of the legal frameworks and best practices related to non-profit management,
- Knowledge of programs and services available to seniors at the local, provincial, and federal levels,
- Superior organizational skills with the ability to multi-task, prioritize workloads, and meet deadlines,
- Excellent interpersonal and communication (verbal and written) skills,
- Advanced computer skills with Microsoft Office (Word, Excel, PowerPoint, and Outlook), and
- Must be able to work both independently and as a member of a team

**Job Details:**

This is a full time position - 37.5 hours per week, Monday to Friday, 8:30am - 4:30pm, some evenings and weekends as needed.

**Compensation:**

Salary will depend on the applicant's qualifications, experiences, and skillset.

**How to Apply:**

Please submit your resume and cover letter via e-mail or fax only. **NO PHONE CALLS PLEASE.**

**We thank for all applicants; however, only qualified candidates will be contacted. OPEN UNTIL FILLED.**

**Contact:**

**Alison Silgado, CEO**

Seniors Services Society of BC

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