

JOB POSTING

Title: Programs 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 **Programs 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:

- Assists to recruit, select, orient, train, and supervise non-administrative staff, and ensures a supportive and collaborative teamwork environment,
- Along with Operations Manager, 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
- Provide leadership and support to Support Services and Housing Services Supervisors
- Must be knowledgeable and able to function to provide direct Navigation support in addition to filling in as the needs arises in Support and Housing Services.
- 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 Operations Manager, ensure all human resource administration, policies and procedures are in place, and consistently adhered to,
- Work collaboratively with the CEO and Operations Manager in agency operational and program 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:

- MSW, Gerontology with experience in managing people and developing and delivering on budgets 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 regular position - 37.5 hours per week, Monday to Friday, 8:30am - 4:30pm, some evenings and weekends as needed.

Compensation:

Salary (\$32-35/Hr) 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:**Grace Ayedzi**

Seniors Services Society of BC

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