

POSTING



ASSISTANT PROGRAM MANAGER Permanent Full-time (35 hours per week) Homeless Outreach Services

****This position is under review for possible reclassification****

The Assistant Manager is responsible for assisting the Program Manager with the day-to-day operations of a variety of outreach programs serving the homeless population.

KEY DUTIES AND RESPONSIBILITIES

- Leads a team of outreach workers in the community.
- Notifies the Program Manager of unresolved or continuing performance difficulties of staff.
- Provides support and advocacy to individuals and families facing homelessness.
- Works in partnership with a variety of diverse stakeholders including other social service providers, government agencies and the business community
- Is qualified and able to perform front line duties.
- Serves as a positive role model to staff, practicum students and volunteers.
- Participates and provides feedback in the interview and hiring process of new staff
- Participates in the training of practicum students, volunteers and new employees.
- Makes recommendations with regard to the development and evaluation of the program.
- Responsible for overseeing program budgets including staff scheduling.
- Conducts case reviews with staff.
- Responsible for quality improvement reporting in conjunction with support from supervisor.
- Adheres to and monitors staff compliance with all of OCS policies, including those outlined in the OCS Policy and Procedure manual, the program practice / procedure manual and health and safety guidelines.
- Assists the Program Manager in developing, revising, and implementing the program practice/procedure manual.

QUALIFICATIONS

Education, Training, and Experience

- B.A. in a related field. Consideration will be given to other related education and experience.
- Demonstrated competencies working in the area of homelessness.
- Knowledge of promising practices related to homelessness.
- Excellent communication, organizational and mediation skills.
- Demonstrated capabilities to work effectively with co-workers, clients and outside agencies.
- Valid First Aid Certificate
- Class 5 Driver's License

NOTE: Applicants not selected for an interview will not necessarily be notified.
Options Community Services Society is an equal opportunity employer
committed to hiring a diverse workforce.

Posted: 02/23/17

OCS Posting #:A20846

Job Skills and Abilities:

- Ability to assume a leadership position within staff team.
- Ability to strategically plan.
- Ability to work in a team setting.
- Willingness to continue learning about homelessness.
- Established capabilities to effectively problem solve.
- Crisis Line experience an asset.

* An eligibility list will be maintained for up to 6 months

CLOSING DATE: **March 2, 2017**

PLEASE APPLY TO: Lori Dennis, Deputy Executive Director
Options Community Services Society

Email: lori.dennis@options.bc.ca

**Please include specific examples of related experience
in your cover letter.**