Employment Opportunity

Team Lead - Immediate Response Program

Surrey Youth Services
Regular full-time (35 hours/week) (Grid 25)

PCRS is a long-standing, award-winning not-for-profit that serves the most vulnerable people in the Province of B.C. We believe that helping the most marginalized individuals and families will raise the health and well-being of the communities we serve. Our vision is to see everyone thriving in strong, healthy communities, and our mission is to inspire healthy and inclusive communities through leadership and collaboration. We value advocacy, diversity and inclusion, empowerment, service excellence, stewardship, and well-being. We have been recognized for placing a high value on work-life balance. Our Employee Family Assistance Program has a full preventative health program, including nutrition awareness, stress reduction, and tools to assist our staff with maintaining a work-life balance. We take care of our people who take care of the people we serve.

Position Summary:
The Immediate Response Program Team Lead aims to carry out the strategic objectives of the Pacific Community Resources Society (PCRS) to ensure the provision of effective and efficient services within the IRP program. The Team Lead will provide individual support to staff, lead and facilitate groups for both youth and families, liaising with families, funders and other professionals. May be required to carry a small caseload that supports managing the waitlist or facilitate a group. The Team Lead has a strong counselling background and brings leadership skills to help a family counsellor team. The Team Lead would be familiar with evidence-based interventions such as brief intervention counselling, motivational interviewing, and solution-focused support. The Team Lead will support their teams in balancing methodologies with relationship-based practice within a strength-based, trauma-informed approach.

This role requires strong leadership skills, a counselling background and experience leading, and a program based on a brief intervention model.

Primary Duties:
- Work with Manager to ensure overall operations, finances, quality assurance and service delivery; implement and administer contracts; monitor, report, and assess service performance related to meeting contract outcomes.
- Provide leadership, advocacy, and support to staff and counselling to participants in a safe environment using evidence-based interventions.
- Advocate and promote the agency’s services, funding needs, and value to the community.
- Maintain effective and appropriate relationships with funders, partner service delivery organizations, government officials, volunteers, and community groups.
Explore and pursue opportunities for partnerships, and develop proposals for service expansion, renewal, and development
Participate in committees, working groups, and associations; and develop community networks relevant to managed services.

**Academic and Job Experience Required:**
- Master’s or bachelor’s degree in a relevant discipline, combined with a minimum of five (5) years experience leading in a counselling program.
- An equivalent combination of education and experience will also be considered.

**Basic Requirements:**
- Criminal Record Check including the vulnerable sector
- Current Standard First Aid certificate
- Class 5 Driver’s License with Business Use Insurance
- Use of own vehicle required (Mileage is paid)
- Driver’s abstract

**Desired Requirements:**
- RCC, RSW, CCC is desired
- Effective team building and mentoring skills
- Strong verbal, interpersonal, presentation, and written communication skills
- Excellent time management skills: the ability to balance multiple, often conflicting priorities
- A sound understanding of family development, attachment, mental health, and trauma-informed practices.

**IMMEDIATE SUPERVISOR:**
- Kay Sarai, Manager of Youth Services

**Salary Range:** $36.80/hour – $40.89/hour, plus a comprehensive benefits package
**Closing Date:** until filled
**Apply at:** [https://pcrs-external.scouterecruit.net/jobs/PCRS153](https://pcrs-external.scouterecruit.net/jobs/PCRS153)

“PCRS fosters an environment that ensures a sense of belonging, dignity, and respect. We welcome applications from persons with diverse backgrounds and all abilities.”