

LANGLEY COMMUNITY SERVICES – JOB POSTING CFS 03-21

❖ Job Title:	Program Manager
❖ Department:	Child & Family Services- Family Places & CCRR Programs
❖ Start Date:	ASAP
❖ Salary Level:	\$36.60 - 39.74 per hour – Union Exempt
❖ Hours:	35 hours per week
❖ Duration:	Permanent
❖ Date:	November 4, 2021
❖ Closing Date:	Open until filled

Langley Community Services Society is a well-established and respected agency that has been serving the community for over 50 years. We are a dynamic, passionate, curious, and energetic management team dedicated to enriching the lives of Langley residents. We believe that people and culture are our strongest assets, and our core values revolve around Inclusion and Diversity, Integrity and Respect, Dedication and Excellence and Collaboration and Partnerships. We are looking for a likeminded individual to join us!

Job Summary

- Under the leadership of the Senior Program Manager the Program Manager oversees the operations of the Child & Family Resource programs, ensuring goals and objectives of the program and agency are met.
- The Program Manager oversees the planning, coordination, and administration of the Family Places and Child Care Resource programs, ensures adherence to agency standards, guidelines, policies, and procedures.
- The Program Manager is responsible for all aspects of the program including planning and evaluation, budgeting and statutory reporting, staff supervision and client services.

Key Duties and Responsibilities

- Oversee program activities including planning, scheduling, service coordination, coordination of training, and case management, stakeholder, and community liaison
- Ensure that clients' needs are met and that the agency and program standards, guidelines, and policies are maintained.
- Provide crisis intervention and consultation as necessary.
- Responsible for the supervision and evaluation of program staff's work.

- Responsible for interviewing, hiring and orientation of staff, staff discipline and grievance issues, staff performance evaluations and staff training & development.
- Responsible for approval and monitoring of staff's timesheets, petty cash requisitions, mileage, and expense claims, sick, vacation, and other leaves as applicable.
- Responsible for the program development to ensure ongoing quality of service delivery, identify gaps in service and recommend strategies to respond to client needs.
- Maintain effective liaison with other organizations and stakeholders in the community.
- As required participate as a member of the local and regional committees and other task groups and advisory committees.
- Maintain a current awareness of developments in assigned areas of responsibilities.
- Involved in preparation of proposals and applications for funding
- Collaborate with the Executive Director, Management Team and Quality Assurance Team to oversee implementation of accreditation standards, development of policies, and quality assurance and service improvement activities. This will include ensuring quarterly file audits are done, ensuring minutes are taken from the QA meetings, and ensuring QA material is circulated through the agency.
- Responsible for all matters related to Union, Legal Issues, Health & Safety, Critical Incidents, and complaints.
- Prepare statistical reports as required by the agency and Funding Bodies.
- Responsible for expenditures within the existing budget allowances and make budget recommendations
- Ensure that accurate program and clients records are maintained, and that confidentiality is a priority. Conduct regular file reviews and institute file management processes to ensure that all pertinent documentation is complete and to ensure adherence to the agency, funding bodies, accreditation, and legislative requirements.
- Participate as a member of the local and regional committees and other task groups and advisory committees as necessary.
- Attendance at Management, Staff and other meetings as required
- Performs other related duties as required

Required Education, Experience, Training

- University degree in child and youth or early childhood education, social sciences or equivalent, and training and/or experience in delivering Program/Project specific services.
- At least three years management experience, including staff supervision and evaluation
- Demonstrated knowledge of Program/Project specific community-based programs and related systems.
- Demonstrated leadership, conflict resolution, teamwork and program management skills

Required Competencies: Skills, Abilities

- Knowledge of theories, principles, and practices of the early childhood education field.
- Excellent conflict resolution skills

- Ability to work independently within established timelines and frequently changing environment.
- Ability to work effectively with program staff, colleagues, government agencies and community organizations.
- Ability to deal with crises or emergencies with clients, staff, students, and volunteers.
- Excellent writing and communication skills.
- Strong computer literacy including Microsoft Word, Outlook and Excel.
- Experience with accreditation programs and unionized environment is an asset.
- Experience working with vulnerable populations an asset

Additional information

- Criminal Record Check required.
- Valid Driver's Licence and use of personal vehicle may be required for work.
- Occasional evenings and weekends required

Benefits:

- Comprehensive benefits with extended health and dental, life insurance and a Municipal Pension Plan.

TO APPLY:

Please reply with Cover Letter and resume, quoting Posting Number CFS 21-03 to:

Langley Community Services Society

Attention: Human Resources

5339 207th Street, Langley, BC V3A 2E6

hr@lcss.ca

Fax: 604-533-0020

No phone calls please.