

Job Title: Senior Manager, Counselling & GBV Services

Status: Regular, Full Time

Date Posted: August 2, 2022

Closing Date: open until filled

Anticipated Start Date: ASAP

PURPOSE OF THE JOB

DIVERSEcity Community Resources Society is seeking a dynamic Senior Manager, Counselling & GBV Services, to provide leadership and vision in driving excellence in services and practices for the organization and department. Reporting to the Director, Community Development & Health Promotion, the Senior Manager is responsible for the supervision and management of programs and projects within the department. Primary responsibilities include overseeing the following activities: supervision, guidance, coaching and development of department Managers, assessment of program needs, program planning and implementation, direct program management, strategic planning, preparation of funding proposals for new and existing contracts, overseeing contract reporting requirements, and monitoring of emerging community needs.

SPECIFIC RESPONSIBILITIES AND AUTHORITIES

1.0 Contract Management

- Provides supervision, guidance and leadership to Program Managers to ensure the appropriate program policies and procedures, tools and operations are implemented to meet all contracted program deliverables;
- Works with the Director to assist in new proposals and contract negotiations;
- Ensures that all contract deliverables and reporting requirements are being met;
- Assists the Director in negotiating funding contracts, and facilitating the contracting process;
- Is responsible for monitoring, and when necessary, coaching, all negotiations carried out by managers.

1.1 Strategic Planning

- Participates in the strategic planning processes with funded programs;
- Assists the Director in ensuring that program development initiatives are congruent with the organization's strategic plan, and the department's overall plan;
- Responsible for operationalizing the organization's Strategic Plan as it pertains to the department and ensures that goals are on track to be successfully delivered.

1.2 Service Quality

- Working with the department managers, participates in the development of quality assurance systems and evaluation procedures as they apply to funded programs, including client feedback, program evaluation, and assessment of needs;
- Supports the Director to ensure departments PQI processes aligns with those of the organization's;
- Participates in ongoing assessment of community needs and funding trends as it pertains to the department.

1.3 Program Development

- Collaborates with department managers and the Director to plan, develop and implement new programs and projects;
- Participates in the preparation and submission of program/project proposals in response to Requests for Proposals for repeat and new funding opportunities;

- With guidance of the Director, liaises with program funders regarding operations and ongoing planning and evaluation;
- Ensures that assigned programs are current, innovative and meet the needs and mandate of DIVERSEcity's mission statement;
- Keeps current with information about all funding sources, and ensures the dissemination of this information to the relevant Directors and/or managers;
- Attends necessary community, government and agency meetings and eventually takes a leadership role at these tables/committees.
- Participates in external committees, advisory groups and relevant networks to be informed and updated on emerging issues, new/alternative-funding opportunities and to advocate on behalf of immigrants to help address service gaps in the community.

1.4 Risk Management

- Provides their best advice to the Director on all matters relating to their areas of oversight and in alignment with the organization's mission and values;
- Is active in risk reduction and management pertaining to programs on a daily basis.

1.5 Human Resources

- With support of the Director, hiring and supervising of managers and/or staff;
- Coaching managers on HR issues/collective agreement compliance in consultation with the Human Resources and Communications teams;
- Ensures compliance of policies and procedures for all program staff;
- Change and growth management – e.g., portfolio changes, new programs, office moves, etc.

1.6 Financial Management

- Supports and guides Program Managers in budget management to ensure contract deliverables are met;
- Indicates any risk or suggested leverage points in program budgets to the Director to improve financial stability of the department.

1.7 Leadership, capacity-building, and support of a high-performing, values-driven team

- Provides strategic and values-based leadership to all managers and staff within the Counselling & GBV Services team, and across the department.
- Hiring, managing, and developing managers and/or staff.
- Ensures compliance of policies and procedures.
- Supports all aspects of change management.
- Oversees skills training and development and resource development.
- Ensures communication from the department is consistent with the agency.
- Sets the tone of communication through leadership (collaboration, positive attitude, problem solving, morale).
- Acts as an advisor to leadership, providing sound judgement and leadership that promotes alignment with the larger vision of the organization and addresses misalignment through constructive feedback and risk management.
- Deeply committed to stewardship responsibility leadership that is entrenched in ensuring that the work is centered with an accountability framework that provides stability to the organization.

1.8 Relationship building & Partnerships

- Develops and builds relationships internally and externally to support or enhance the work of the department (e.g., between internal programs, managers, departments, other organizations, post-secondary institutions, industry partners, various levels of government, etc.)
- Represents DIVERSEcity positively and professionally in the community.

1.9 Miscellaneous

- As a member of the Senior Leadership Team, participates fully in the activities and initiatives of the Society.
- Participates in the Society's Strategic planning processes.
- Keeps well informed about the Society and participates in the full life of the Society.
- Keeps well informed about issues of concern to newcomers and racialized communities.
- Keeps well informed about the socio/economic/political climate as it applies to issues of concern to the organization.
- Performs any other duties as assigned by the Director and Executive Leadership Team.

2.0 RELATIONSHIP

- Member of the Society's Senior Leadership team.
- In the absence of the Director, may be assigned the acting Director for the department.

3.0 REPORTING

- Reports directly to the Director, Community Development & Health Promotion.
- Keeps the Director and Executive Team informed about developments of importance.
- Provides reports to all stakeholders (Board, CSSEA (Community Social Services Employers Association), CEO, etc.) as required.

4.0 QUALIFICATIONS

- University degree in social sciences or relevant post-secondary training and experience in counselling, psychology, social work, addictions, mental health and concurrent disorders or related fields. Preference would be given to candidates who also hold a Registered Clinical Counsellor (RCC) or Registered Social Worker (RSW) designation
- Minimum of 3 - 5 years experience in organizational leadership management in a large, accredited community-based non-profit setting.
- A minimum of 5-years of experience in supervision or management, preferably within a unionized setting.
- Proven proposal writing skills, and intermediate/advanced knowledge of federal and provincial funding processes.
- Proven success in program design and delivery.
- Experience and knowledge of evaluation, outcomes measurement and research methodologies.
- Strong negotiation, mediation, conflict resolution and contract interpretation skills.
- Strong influencing, mediation, facilitation, communication (verbal and written) and presentation skills.
- Demonstrated ability to provide strong leadership and work independently and collegially in a team environment.
- Demonstrated ability to analyze information and make sound judgments using conciseness and credibility built through expertise knowledge.
- Demonstrated ability to work with a demanding work schedule with competing priorities simultaneously.
- Demonstrated ability to stream workflow processes and implement continuous improvements within your team.
- Demonstrated ability to create a highly functioning team with limited resources.
- Strong administrative, organizational, and budget management skills.
- Computer literacy in Power Point, MS Word, MS Excel, E-mail, and internet applications.
- Strong written, oral and presentation communication skills.
- Ability to work independently and as a member of a multidisciplinary team.
- Demonstrated cross-cultural experience and/or knowledge of immigrant settlement and integration issues.
- Ability to act as a coach and mentor to all levels of staff and management.

- Experience in a community based non-profit society.
- Proven problem-solving abilities, adaptable, and exercises good judgment.
- Innovative, flexible, and able to manage change and uncertainty.
- Valid BC (British Columbia) Driver's license and access to a vehicle.

A criminal record check is required as a part of this process.

APPLICATION REQUIREMENTS:

To apply, please upload your resume and cover letter as separate attachments. Please note that only Word or PDF formats can be accepted. As part of the application process, you will be prompted to complete a short questionnaire. Please ensure all questions are answered.

To view all opportunities at DIVERSEcity visit www.dcrs.ca/work-with-us/.

Additional Information:

This position is considered an essential service, recruitment is on-going. These are unprecedented times, and DIVERSEcity's top priority is to ensure the safety of all our employees, clients, volunteers and candidates; recruitment for this position will be conducted virtually.

A comprehensive job description will be provided to all candidates shortlisted for interviews.

DIVERSEcity is committed to employment equity and encourages applications from people of all gender identities and expressions, persons with disabilities, Indigenous peoples and visible minorities. Persons with disabilities who anticipate needing accommodations for any part of the application and hiring process may contact our HR department at recruitment@dcrs.ca. Any personal information provided will be maintained in confidence.

About DIVERSEcity:

DIVERSEcity Community Resources Society is a registered charity devoted to helping newcomers. For 40 years we have focused on providing specialized services newcomers to find employment, learn English, find housing, deal with family challenges, work through mental health issues and access medical care. DIVERSEcity is a client-centred organization committed to quality and accountability. We value growth, respect, integrity and compassion. To learn more about DIVERSEcity visit us at <https://www.dcrs.ca/>.

We thank all applicants for their interest in this opportunity; however, only those selected for an interview will be contacted.