

JOB POSTING

Posting Date: August 13, 2025
Closing Date: Until Filled
Commence Date: September 8, 2025
Position: **Senior Manager**
Pay Range: \$84,000 to \$90,000 annually
Reports To: Executive Director

Summary:

The Senior Manager has primary day-to-day responsibility for planning, implementing, managing, and controlling all operations related activities of the Society within a portfolio of services which may include: legal advocacy, counselling, mental health, community engagement and newcomer settlement.

Key Duties and Responsibilities

Program Management:

- Assist in the development of and adherence to policies and procedures grounded in sector best practices
- Works closely with managers/supervisors to ensure operational excellence in service practices and protocols. Supervision will include utilization review, case management, quality assurance, and program compliance program assessment
- Provides leadership and serves as a role model to management/supervisory staff
- Ensures compliance with legal, regulatory, and clinical policies and procedures

Human Resources Management:

- Positive Leadership - Provides positive leadership to all staff, practicum students and volunteers, encouraging a team approach, professional attitude, and respectful, supportive working relationships
- Staffing - Oversees and evaluates end to end recruitment and retention strategies for staffing
- Performance Review and Planning - Develops and conducts performance reviews and planning sessions with staff
- Professional Development - Identifies learning needs for staff, and for the staff of the Society as a whole; identifying and organizing training based on training needs
- Communication - Organizes and facilitates staff meetings to maintain effective communication
- Maintains in depth knowledge of the Collective Agreement and supervising in a Unionized setting

Fund Development:

- Assist in Fund Development, including the development of grant applications, reports and other correspondence for prospective and current funders.
- Assist in annual fundraising campaign initiatives, community relations including third party and special events

Financial Management:

- Contributes to the development and management of the budget for assigned program areas
- Maintains responsible oversight for day-to-day expenditures
- Works closely with the Director of Finance, the Executive Director and other staff to secure and sustain philanthropic and funding support

Other Responsibilities:

- Participates as an active member of the Leadership Team
- Performs other duties as necessary to meet the requirements of the position

Qualifications and Experience:

- A Master's degree and professional designation in a relevant discipline such as counselling and mental health, or equivalent mix of education and experience in a related field
- Minimum of 3 to 5 years recent, related experience in progressively complex and senior management leadership roles in a multi-service organization
- Proven experience in project management and operations
- Demonstrated ability to manage diverse teams
- Budget management experience

Personal Attributes:

- Strong interpersonal skills, ability to communicate and manage well at all levels of the organization
- Be proactive, self-motivated and have strong problem solving, analytical and creative skills with the ability to exercise sound judgment and make decisions based on accurate and timely analyses
- High level of integrity and dependability with a strong sense of urgency and results-orientation
- Skills in examining, developing, and recommending applicable policies and procedures.
- Demonstrated commitment to the organization's mission is essential

Other Skills & Abilities:

- Communication: Oral and written fluency in English; strong professional and interpersonal communication skills
- Client centered: experienced in providing a positive, person-centered environment, are friendly, welcoming and engage the Society's constituents always in a non-judgmental, person-centered manner
- Advanced Computer Skills: Microsoft Office (Excel, Word, PowerPoint), internet, online research, databases, Microsoft 365 applications (e.g. Outlook, Teams, SharePoint, OneDrive)
- Team Building Skills: able to promote good relations (builds rapport and trust, shares information with others, accept and receives feedback in a positive constructive manner), willingness to be involved in team planning and implementation of special projects
- Initiative: can work independently and initiate problem-solving processes.
- Professional: demeanor as a representative of the organization
- Feedback: ability to accept feedback constructively
- Innovation: flexible, creative, curious, motivated to learn, grow, and adapt to change

Working Conditions:

- Working in a multi-service organization requires the incumbent to function independently and frequently under pressure while managing multiple leadership and management tasks and functions
- Regular work is conducted in the day from Monday to Friday and some work occurs on evenings and weekends

Commitment to Equity, Diversity & Inclusion

Chimo Community Services is an Equal Opportunity Employer and welcomes all applicants to apply and does not discriminate based on race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status, or any other basis covered by appropriate law.

Please submit your resume and cover letter to:

[120-7000 Minoru Blvd, Richmond BC V6Y 3Z5](#)

[Email: hr@chimoservices.com](mailto:hr@chimoservices.com)