

## **Job Description: EARLY YEARS Program Manager**

### **JOB PURPOSE**

As a member of the Spirit of the Children Society's (the Society) senior leadership team reporting to the Executive Director, the Program Manager will oversee and manage all aspects of the Society's assigned programs. The Program Manager will oversee the Early Childhood Development program, Aboriginal Infant Development Program, FASD Program, and Cultural Supports Workers, including meeting all required outcomes; providing accurate, complete, and timely reports; supporting a high achieving and motivated team environment, and providing strong clinical supervision to all staff working in these programs. The Program Manager ensures the day-to-day operations of the programs are carried out in a professional and efficient manner and in compliance with the Society's mission statement, goals and objectives, policies and philosophy.

The Program Manager reports to the Executive Director. Strong leadership and communication skills, and ability to influence and build consensus amongst the multi-disciplinary team to maintain a collaborative, innovative, and high-performing Indigenous organization are key.

### **KEY DUTIES AND RESPONSIBILITIES**

#### **Leadership**

- Maintain and develop organizational culture and values with all staff and community partners.
- Ensure that the values, guidelines and policies of the agency are met and maintained.
- Contribute cultural knowledge to the Society and community.
- Promote and support traditional cultural teachings and practice for our families, agency, and community.
- Identify diverse community needs and contribute to the Society's vision for diverse and improved services.
- Implement directional or strategic plans as determined by the Executive Director.
- Assist the Executive Director, as needed.

#### **Program Planning and Management**

- Oversee the day-to-day program operations, staff assignments and direction to ensure that the goals and objectives of *Spirit of the Children Society* are met.

- Provide support, clinical supervision, direction and training to staff.
- Oversee the standardized screening and assessment tools specific to provincial polices for Early Childhood Development
- Ensure program standards and outcomes are being met; all reports are being completed accurately and on time; budgets are being adhered to; and staff are engaged, motivated, and providing high quality support to families.
- Administer program Intakes and ensure all clients are referred to the appropriate program staff.
- Work with staff and families to ensure that the children's physical, social, cultural, emotional and cognitive needs are being met while at the center.
- Ensure a healthy and safe environment. Ensure that WCB health and safety standards are maintained.
- Maintain an appropriate record and information system. Prepare reports and provide accurate data when needed. Ensure that accurate program and client records are maintained and that confidentiality is a priority.
- Collect and monitor program evaluations, incorporating feedback into programs for continuous quality improvement.
- Report all incidents of suspected child abuse and follow organizations procedures and government legislation.
- Act as a liaison between funders and staff as required, including resolving any complaints or deficits in service or program delivery.
- Facilitate regularly scheduled program meetings.
- Attend relevant team meetings as needed, to oversee discussion of program issues and provide input where required.

### **Human Resources Planning and Management**

- Responsible for staff scheduling, program expenditures and over see the day-to-day operations of assigned programs.
- Support a high achieving and motivated team environment through coaching, mentorship, clinical supervision, direction, and training of staff.
- Provide feedback, performance plans/evaluations for all staff on a regular basis.

- Meet with staff individually or as a team, to discuss program issues and exchange information.
- Responsible for managerial duties that include:
  - a) Hiring, promotion and demotion; recruitment, including interviewing and selecting candidates for vacant or new positions.
  - b) Confidential personnel matters; determining appropriate staffing levels, preparing confidential Board documents, if necessary, on employee relations matters, and determining when action needs to be taken on confidential personnel issues.
  - c) Discipline and assistance with discharge; supervising employees, identifying and responding appropriately to employee misconduct, including implementing disciplinary procedures.

### **Financial Planning and Management**

- Manage program budgets, including forecasting in preparation of the Society's annual budget negotiations with the Executive Director.

### **QUALIFICATIONS**

#### **Education, Training and Experience**

- A Bachelor's Degree in an appropriate discipline such as Childhood Development, Social Work, or Child and Youth with a combination of relevant training, education and experience, or 4 years related experience in Early Childhood Development including experience in leading a social service delivery team.
- Knowledge of Indigenous and urban Indigenous culture, traditions, history, and issues required.
- Knowledge of the impacts of colonization on Indigenous people in Canada.
- Ability to engage marginalized, Indigenous people in crisis.
- Ability to work with a variety of stakeholders.
- Knowledge of First Nations bands in BC.
- Previous supervisory, administrative and management experience is required.
- Previous experience in case management and assessment.

- Knowledge of emerging best practice and research into effective services that support and assist Indigenous children, youth, families and communities, as well as specific approaches that incorporate traditional teaching/learning and healing practices.
- Experience in the development, implementation and delivery of family support programs.
- Proven skills and abilities in the development of partnerships and relationships to further overall goals and objectives of organizations.

### **Job Skills and Abilities**

- Demonstrated ability to maintain confidentiality and privacy requirements.
- Ability to be sensitive to the diversity among clients, co-workers and the community.
- Ability to demonstrate a high level of leadership and team building skills.
- Ability to work well in a team.
- Well developed oral, written and interpersonal communication skills.
- Good organization, time and general management skills.
- Excellent computer skills and working knowledge of MS Word, Excel and Access, and Power Point.
- Required to work in a dynamic environment, which may call for adaptation to the emerging trends/demands.
- A high level of motivation and sensitivity is required to effectively deliver services to a variety of individuals and supervise staff.
- Be highly motivated to complete tasks/duties/daily maintenance in a timely manner.
- Commitment to a problem solving, and a strength based approach.
- The Program Manager works in a stressful environment often dealing with families and children in crisis situations. A primary expectation is the ability to function independently, and as part of the management team, often under pressure, while managing multiple concurrent programs, and any emergency situations that may arise.

### **ADDITIONAL INFORMATION:**

As a manager of the Society evening and weekend work will be required from time to time to accommodate activities such as Society cultural events, meetings, diverse community demands and representing SOTCS at community events.

**TERMS OF EMPLOYMENT:**

This is a permanent full time position, dependent on negotiated funding for the contract year April 1-March 31. Successful candidate is eligible for benefits after 3 months. Probation period is 6 months.

A successful criminal background check and valid driver's license required as is the ability to obtain business insurance and liability coverage.

**TO APPLY:**

Send your cover letter, resume and three references. Candidates of Aboriginal ancestry strongly encouraged to apply; please self-identify. Please include salary expectations in your cover letter. Position posted until filled.

**Benefits:**

- Extended health care
- Vacation & paid time off

Job Types: Full-time, Permanent

Pay: \$40.10-\$43.75 per hour

Expected hours: 35 per week

**Benefits:**

- Dental care
- Extended health care
- Paid time off

**Schedule:**

- Monday to Friday
- Weekends as needed

Work Location: In person