

JOB DESCRIPTION

Job Title

Community Program Manager, Whistler & Pemberton

Position Summary

Reporting to the Executive Director, the Community Program Manager for Whistler & Pemberton is responsible for the effective oversight of operations, human resource management and community engagement for Pearl's Safe Home and Affordable Housing Units in Pemberton, the Whistler Women's Drop-In Centre, and the Homeless Prevention Program for Howe Sound Women's Centre Society's (HSWC). Duties for this role include program development, program operations, human resource management, staffing, scheduling, reporting, grant writing, fundraising, community engagement, awareness and advocacy.

Key Duties and Responsibilities

Leadership & Human Resource Management

- Work in collaboration with staff, the Executive Director and Board of Directors to establish and execute the strategic direction of HSWC.
- Identify and allocate resources needed for effective program development & implementation.
- Recruit, hire and train employees and volunteers needed for effective program delivery.
- Oversee scheduling, payroll administration, and performance management of program staff and volunteers
- Provide ongoing training and development for staff and volunteers.
- Develop and maintain systems to foster effective communication between staff, volunteers, management and Board of Directors.
- Plan and coordinate a regular forum for staff communication and program development.
- Foster a productive, vibrant, supportive working environment via team building, coaching and mentoring.
- Plan staff and volunteer recognition events.
- Provide regular monthly reports to the Executive Director and Board of Directors.

Program Delivery & Administration

- Oversee program development and budget to meet client needs, funding requirements, and program delivery requirements.
- Oversee staff and volunteers and guide their day-to-day activities.
- Facilitate research, planning, development, implementation and evaluation of programs to enhance service delivery.
- Prepare regular reports and statistical data on program delivery results.
- Develop and implement site specific policy and procedure manuals, and provide staff training and regular reviews to ensure compliance.
- Ensure all health and safety protocols are communicated and carried out, including safety drills.
- Participate in HSWC Health and Safety Committee meetings and carry out action items as required.
- Maintain computerized records of staff and volunteer schedules and ensure updated and distributed regularly to maintain program delivery levels.
- Ensure timely submission of all HR, payroll and expense forms.
- Ensure all necessary documentation is clearly explained and completed by residents and clients.
- Ensure all staff and volunteers adhere to and inform residents of client and Safe Home location confidentiality requirements.

- Respond to emergency client, staff and volunteer needs, including carry on-call cell phone 5 days/week
- From a feminist perspective using a non-judgmental approach, provide advocacy, resource information, referrals and emotional support to clients.
- Coordinate and participate in the intake and orientation process of new residents.
- Facilitate clients accessing transportation to the local Safe Home and/or Shelter or Transition House services outside the community as required, and for necessary legal or social services appointments, or as considered essential for safety or medical needs.
- Create and implement a client departure checklist to ensure appropriate referrals are provided, including establishing safe boundaries for follow-up support.
- Make referrals to other HSWC and community-based program when appropriate.
- Respond to and resolve formal and informal client, staff and volunteer concerns.
- Communicate with other safe home, transition house, or drop-in centre staff as needed to ensure the mutual support of all clients.
- Ensure all HSWC program delivery spaces are safe, clean, functional, comfortable and welcoming for women and children.
- Coordinate and evaluate the cleanliness and general state of repair of all HSWC program delivery spaces at regular intervals.
- Inspect the safe home and affordable housing units on departure of occupants, arrange for cleaning and repairs as needed.
- Manage all aspects of property management with safe home, affordable housing units, drop-in centre and other program delivery spaces, including contractual / tenancy agreements, intake, occupancy, tenancy changes, cleaning, repairs, maintenance, budget management, accounting, and conflict resolution.

Community Engagement & Advocacy

- Promote community awareness of HSWC mission, vision and goals by fostering positive relationships and regular community engagement, with a focus on building relationships in First Nations communities.
- Build community connections to ensure referrals to HSWC programs and resources.
- Ensure HSWC program and marketing materials are distributed regularly.
- Represent HSWC at public events as needed.
- In consultation with the Executive Director, prepare public announcements and information as needed.
- Cultivate and maintain positive working relationships with funders, government officials, First Nations, police, victim service providers other service providers, including community-based social services agencies and provincial agencies such as BC Housing, MCFD, employment service providers, Ending Violence Association of BC, BC Society of Transition Houses, BC Non-Profit Housing Association.
- Seek, prepare and submit grant applications and supporting documents for current and new grant opportunities as directed.
- Ensure funders are recognized through HSWC marketing, communications and public relations channels.
- Ensure funding deliverables are maintained and exceeded by program staff.
- Complete all grant reporting requirements.
- Lead fundraising efforts and events as required.

Administration

- Complete weekly reports for Executive Director and monthly reports for the Board of Directors.
- Prepare, update, track, monitor, and file all program related statistics.
- Work with executive director to develop and track program budgets.
- Complete forms and adhere to processes as outlined in HSWC HR Policies and Procedures Manual.
- Attend staff meetings and/or trainings made available through HSWC.

- Assume other tasks and duties as directed by the Executive Director.

Skills & Experience

Experience

- Post-secondary education in social services or a related discipline.
- Minimum two years in a management position, preferably in a field of social services, program management, or non-profit management.
- Experience supporting clients experiencing crisis, varying levels of mental wellness, homelessness and substance use difficulties.
- An in-depth understanding of systemic discrimination of women and the dynamics of violence against women and children.
- An understanding of the factors affecting marginalized populations, including the historical impacts of colonization and residential schools.
- Knowledge of current federal, provincial and municipal policies and regulations governing charitable organizations.
- First aid training an asset.
- Experience with critical incident de-escalation, response and debriefing an asset.
- Computer proficiency in Microsoft Office, including word, excel and powerpoint.
- Valid BC Class 5 driver's license.

Skills

- Strong leadership and human resource management skills; able to develop and support a high functioning team.
- Excellent listening skills.
- Crisis prevention, intervention and conflict resolution skills.
- Proficient public speaker.
- Ability to focus on delivery of targets and goals and articulate how they tie into organizational goals.
- Successful fundraising event planning and execution.
- Effective grant writing and reporting.

Personal Characteristics:

- A passion to make a difference in the lives of women and children in our communities.
- Able to develop strong working relationships internal and external to the organization.
- Adaptable, flexible and organized.
- Resourceful, able to resolve problems quickly and effectively.