



Manager, CYSN

Date Posted: October 4, 2021

Location: Kelowna, BC

Competition Number: 147-21/22

BGC Okanagan invites applications from qualified individuals for the position of Manager, CYSN Programs (Children and Youth with Support Needs). Working in a team environment, the Manager is primarily responsible for the day to day operation of CYSN Programs across the Agency.

Key Duties and Responsibilities

- Oversees the day-to-day operations of multiple programs in the Service stream.
- Provides leadership in accordance with Agency Vision, Mission Statement and Core Values.
- Acts as an internal and external champion for the programs and services within their assigned service stream.
- Ensures Agency Policies and Procedures, Program Operating Standards, 4 Core Programming Areas, WCB standards, Community Care Licensing Regulations, Risk Management requirements and general safety standards are met and followed by all staff at all times.
- As part of the Operational Leadership Team, involved in strategic planning, leadership development and the strategic and financial health of the organization.
- Writes internal reports regarding area of responsibility.
- Ensure that funding agreements are properly monitored and deliverables are met according to the terms of the agreement.
- Provide ongoing guidance and create support systems for staff working with children with additional support needs. Identify and respond to identified service challenges quickly.
- Evaluate eligibility, accepts and distributes new referrals, in coordination with Directors and Managers and creates collaborative process of assessment, planning, facilitation, evaluation and advocacy for children and families

Community Partnerships & Program Development

- Maintain excellent working relationships with funders and families accessing services
- Develops an understanding of community needs and participates in community initiatives in assigned service stream.
- Develops relationships with key community stakeholders and work with them to develop, enhance and expand services. Pursues and researches best practices and current thinking in assigned service stream. Develops, in coordination with the Stream Director, implements, coordinates, and evaluates plans and programs in our 4 core programming areas in cooperation with the Programming Team.
- Evaluates programs, in conjunction with the Stream Director, compares current practice with best practice, and works with Program Coordinators and Senior Program Leaders and Program Leaders to implement changes as necessary.
- Identifies and manages any disruptive or unexpected challenges. Creates and implements a plan to resolve, ensuring the sustainability and quality of programs
- Works with Program Coordinators and Senior Program Leader and/or Program Leaders to ensure that programs are responsive to individual needs of members and behaviour plans are developed as appropriate.
- Plan, implement and review promotional strategies to ensure community awareness and registration targets are met.
- Creates opportunities for parental and family engagement, establishing a good flow of communication
- Seeks feedback from stakeholders to support the learning, development and the health of children participating in programs

Program Grants, Funding and reporting to Funders

- Involved in writing grants and funding proposals to support program delivery.
- Completes operational reporting to measure progress in areas of responsibility.

People

- Provides support to Program Coordinator and Senior Program Leader and/or Program Leader with day-to-day scheduling, direction, performance feedback and evaluation, and discipline of program staff and volunteers.
- Responsible for mentoring/coaching, leading, directing, empowering and creating a culture that emphasizes quality, continuous improvement and employee retention.
- Provides leadership to assigned Program Coordinators and Senior Program Leaders including hiring, selection, orientation, coaching, recognition, supervision, performance feedback and discipline up to termination in accordance with agency policy.
- Identify training and professional development needs for staff that directly impact program quality. Creates and facilitates training sessions.

Financial Management Oversight

- Responsible for financial management of assigned programs within approved budget and makes adjustments as necessary in consultation with stream Director.
- Participates in the development of budgets in assigned Programs.
- Proactively reviews and monitors both revenue (ie. enrollment) and expenses (ie. wage variances) in assigned programs on an on-going basis to ensure both are meeting or exceeding budget.
- Makes necessary adjustments and reports right away to the stream Director if either revenue is down or expenses are up when actuals are compared to budget.
- Reviews financial tools and financial statements and provides financial leadership and direction to Program Coordinators and Senior Program Leaders.

Qualifications:

- Degree/diploma in a related human/social service field and/or experience working in partnership with community agencies and local governments in meeting the needs of children, youth and families
- Excellent communication skills, including verbal and written
- Demonstrated teamwork and leadership skills
- Proficient with Microsoft Office Suite, including Excel, Word, Publisher, PowerPoint

We can provide:

- Flexible hours and a fun, positive team environment
- Many opportunities for professional development
- Benefit package, RRSP and child care discount

Hours: 35 hours per week: Monday to Friday

Rate of Pay: Competitive salary, benefits and RRSP

Closing Date: Open until filled

Application Process:

Please apply in writing with a cover letter and resume to:

E-mail: jobs@bgco.ca

As an equal opportunity employer, BGC Okanagan is committed to the prioritization of equitable and inclusive employment practices. Our goal is to be representative of the communities we serve, and we encourage applications from communities which are structurally marginalized based on race, disability, age, sex, religion, sexual orientation, nationality, social or ethnic origin, gender identity and/or expression. If any candidate needs any accessibility support throughout the hiring process, we will accommodate such requests when made.

We appreciate and thank all applicants for their interest, however only short-listed candidates will be contacted.