



Manager, Family Services

Date Posted: July 25, 2022

Location: Kelowna, BC

Competition Number: 065-22/23

BGC Okanagan invites applications from qualified individuals for the position of Manager, Family Services. Working in a team environment, the Manager is primarily responsible for the day-to-day operation of Family Programs with a focus on the growth and development of food and security programming across the Agency. This is a term position ending June 30, 2023.

Key Duties and Responsibilities

- Oversees the day-to-day operations of multiple programs in the Service stream.
- Focuses on the successful development of BGCO programs and initiatives
- Develops, promotes and implements several food security programs across the agency based on community need.
- 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, CARF, 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.
- Provides leadership in accordance with Agency Vision, Mission Statement and Core Values.
- Writes internal reports regarding area of responsibility.
- Responsible for ensuring facilities meet program needs, are maintained, safe and engaging with the support of the Facilities and Transportation team.

Community Partnerships & Program Development

- 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 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 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.
- Involved in sourcing out program funding through the establishment of community partnerships.

People

- Provides support to Program Coordinators 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 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

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
- Experience and/or knowledge of early childhood programs, parenting programs and food security programs
- Excellent communication skills, including verbal and written
- Demonstrated teamwork and leadership skills
- Proficient with Microsoft Office Suite, including Excel, Word, Publisher, PowerPoint
- Experience in program development and implementation an asset
- Successful completion of Agency screening including a Criminal Record Check

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, may include occasional evenings and weekends

Rate of Pay: Competitive salary, benefits and RRSP

Closing Date: August 7, 2022

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.