



## Manager, Youth Services

**Date Posted:** March 24, 2023

**Location:** Kelowna, BC

**Competition Number:** 205-22/23

BGC Okanagan invites applications from qualified individuals for the position of Youth Services Manager. Working in a team environment, the Manager is primarily responsible for the day to day operation of Youth Programs across the Agency.

### Key Duties and Responsibilities

- Pursues and researches best practices and current thinking in assigned service streams.
- Acts as an internal and external champion for the programs and services within their assigned service stream.
- 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.
- Oversees the day-to-day operations of multiple programs in the Youth Services 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.
- Writes internal reports regarding area of responsibility.
- Responsible for ensuring facilities are 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.
- Develops and evaluates programs, compares current practice with best practice, and works with Program Coordinators and staff to implement changes as necessary.
- Works with Program Coordinators, and staff to ensure that programs are responsive to individual needs of members.

### 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

- Responsible for mentoring/coaching, leading, directing, empowering and create a positive culture with staff.
- Provides leadership to assigned Program Coordinators and directly supervises front line staff in programs without Program Coordinators; including hiring, selection, orientation, coaching, supervision 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

- Provides support and leadership to Program Coordinators to help develop budgets in assigned Programs. Develops budgets for programs and projects that don't have a coordinator. Reviews financial statements and provides support to Program Coordinators and staff if adjustments are needed.

**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

**Rate of Pay:** Competitive salary, benefits and RRSP

**Closing Date:** April 3, 2023

**Application Process:**

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

E-mail: [jobs@bgco.ca](mailto: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. You will only be considered for a position with BGC Okanagan if you're legally entitled to work in Canada. Eligible applicants include Canadian citizens, permanent residents and refugees in Canada with legal status.*

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