



Position Title:	Member Services Project Manager
Position Description	
<p>POLICE VICTIM SERVICES OF BRITISH COLUMBIA:</p> <p>Police Victim Services of British Columbia Association (PVSBC) is an independent non-profit charity which serves more than 90 local police-based victim services organizations throughout the Province of BC. PVSBC works to create greater understanding about the role of the police-based victim services sectors in conjunction with police agencies, the criminal justice system, community partners and the public.</p> <p>The Association supports member programs by advocating and representing the interests of the police-based victim services sector including funding, creating opportunities for peer support, communication, and resources. PVSBC liaises with the Province of BC, Federal Government, Police agencies and others in support of police-based victim services. These actions are viewed as critical to creating and retaining a skilled workforce that provides consistently excellent quality service to victims of crime.</p> <p>POSITION PURPOSE:</p> <p>Reporting to the Executive Director, the incumbent will be responsible for managing an array of priority projects to ensure tactical execution of the organization's strategy and initiatives in support of the membership. By utilizing contractors and other resources, they will oversee and manage the delivery of training and professional development to members and work to identify additional services and resources that PVSBC will deliver to its members. With oversight from the Executive Director, they will support stakeholder engagement and advocacy for police-based victim services priorities and policies. This individual plays a key role in creating foundational elements of the PVSBC and will manage a variety of initiatives including improving the health and wellness of our members.</p> <p>A priority project in the first year will be managing the development and delivery of training, professional development and program initiatives that will support the recruitment and retention of front line service providers in the sector, thereby ensuring continuity of service across the province by well-trained and experienced leaders, staff and volunteers.</p> <p>KEY RESPONSIBILITIES:</p> <ol style="list-style-type: none">1) Manage the design, delivery and evaluation of core training and professional development programs for front line service providers including funded agencies, program managers, coordinators, staff, and volunteers.2) Assess and analyze emerging issues related to operational, training and skill development programs to facilitate the development of options for improvement and to support advocacy efforts.3) Collaborate with front line service providers to address current and ongoing program delivery issues including program delivery modules, records and caseload management, succession planning, development of protocols, agreements, contracts, and training delivery methodologies.4) Ensure members' staff support programs are in place and effective through continuous monitoring, feedback mechanisms, and open communication.5) In collaboration with the Executive Director, conduct research and prepare written documentation such as briefing notes and proposals in support of policy initiatives and other PVSBC sector priorities.6) Prepare reports and related documents for submission to the Board of Directors, in collaboration with the Executive Director.7) Provide administrative and program support to task forces, working groups or advisory committees.8) Other duties as required.	



KNOWLEDGE AND EXPERIENCE:

- 3-5 years' experience working in a social service environment, particularly in a project leadership role. Preference will be given to those with work experience related to delivery of services to vulnerable populations or in a membership based not for profit organization. Experience working with law enforcement, victim services, health care, or research and analysis will be an asset.
- Post-secondary education related to social sciences or equivalent is required.
- Knowledge and experience in managing and executing business contract requirements effectively, linking results to organizational goals.
- Successful track record in engaging and consulting with partners, stakeholders, and collateral organizations.
- Knowledge of local, regional, and municipal police services and the criminal justice system.
- Experience making presentations, both oral and written on behalf of the Society.
- Demonstrated ability to deliver plans and outcomes on time and within budget parameters.
- Ability to complete reports and develop business cases for program sustainability.

COMPETENCIES:

Relationship Building:

The ability to develop, maintain and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.

Creative Thinking:

The ability to proactively seek new ideas and ways to improve services and work processes, looking at problems as opportunities, seeing potential solutions not immediately apparent to others, shaping ideas to improve likelihood of success.

Service Focus:

Ability to develop effective ways to deal with service challenges, coaching and communicating with others to gather and share information, adjusting processes to enhance service.

Results Orientation:

Continuously explores ways to improve performance, sets challenging goals while also taking action to minimize risks; strives to exceed standards of excellence; willing to try new and innovative approaches to improve overall performance.

Research, Analysis and Evaluation:

Uses various proven evaluation methodologies to systematically collect valid, reliable, and pertinent information in order to evaluate options and propose recommendations for decision-making.

TERM:

Permanent full-time position, working 35 hours per week, reporting to the Executive Director.