



Job Posting

Posting Date: October 1st, 2021
End Date: November 1st, 2021
Start Date: ASAP

Position Title: Manager of Family Law, Advocacy and Settlement Services

Reports to: Executive Director

Summary:

Manager works with staff and volunteers to ensure operational excellence and the continued success of Chimo's Family Law Advocacy, Outreach and Advocacy and Settlement and Integration Programs. This is an exempt position overseeing program delivery and development and supervising staff in a union environment. The Manager is responsive to funders and stakeholders through regular reports and communications and works closely with other program managers and the management committee.

This role is accountable for the teams' outputs and has an ongoing responsibility to ensure professional standards of work performance, and to strengthen program and staff capacities. This role requires to work in a volunteer-based programs, staff and volunteer management and operational excellence.

Duties & Responsibilities:

- Develop and implement policies, standard operational processes and strategies, and program and performance evaluations to ensure optimal and safe delivery of Chimo's programs to clients.
- Develop annual budgets with Finance Director, forecast future growth; identify risks and mitigating strategies.
- Managers are responsible for ensuring that the expenses of the accounts managed do not exceed the unit's allocated budget. Program Managers are responsible for requesting budget changes, submitting transfers, approving transactions and requesting payments.
- Plan, develop and oversee the operations of Chimo's Family Law, Advocacy and Newcomer Settlement Programs.
- Assist in the development and delivery of high quality introductory and advanced volunteer training.
- Supervise program staff daily duties, advise and support staff to serve clients and support volunteers.
- Conduct new staff onboarding, orientation, and provide ongoing work debriefing, consultation and feedback, and conduct performance evaluations.
- Provide guidance and support in the development and delivery of training and orientation of program staff, volunteers and practicum students.



- Promote public awareness of and support for Chimo's Services and Programs by participating in community events, meetings and networks, and making presentations to local agencies and community groups.
- Maintain positive working relationships among staff, and with volunteers, with the public and community organizations; resolve any issues that emerge, and represent the programs professionally at all times.
- Effective monitoring and evaluation of all aspects of the programs; review programs for improvement; plan and implement as resources permit.
- Ensure maintenance, accuracy and timeliness of program records and statistics; produce monthly, annual and semi-annual reports.
- Attend Family Law and Advocacy meetings with staff and the programs' respective supervising lawyers.

Qualifications:

- Master's Degree in a relevant field
- Minimum 3 years' experience in program management/supervision and delivery in legal or social services sector
- Management Supervision certification an asset
- Second or multiple languages an asset

Skills:

- Administrative and budget setting & management experience
- Excellent people management and supervisory skills, and leadership qualities
- Ability to provide examples of knowledge in social justice, racial discrimination, and the history and issues of Indigenous Peoples in Canada
- Demonstrated knowledge of navigating and advocating within systems of public health, social services, and law in order to advise on programs and inform/ support staff
- Able to identify barriers to services to promote equity and inclusion for a diverse client population
- Excellent written and oral English language communication skills
- Demonstrated Resourcefulness, critical thinking, and problem solving
- Extensive experience in conflict resolution and crisis intervention
- Proficiency in Microsoft Office applications (Outlook, 365, Excel, Word, PPT), Teams, and zoom and ability to learn and update to new technologies required for excellent and high quality service delivery.

Required:

- Criminal records search satisfactory report
- A reliable vehicle and valid BC Driver's License
- Attend Chimo's Staff & Volunteer Training prior to or within first three months of hiring

Please submit cover letter and resume to the Executive Director at hr@chimoservices.com