

Community Program Manager – Whistler & Pemberton

Permanent full-time position at 40 hours per week

Howe Sound Women's Centre Culture Statement: Operating from an intersectional feminist lens, we provide a safe, person-centred, vital community resource. By centring team well being with a focus on self-care, compassion, and collaboration, we are able to respond to the needs of our community, build community connections, advocate for social justice, and prevent as well as educate around issues of violence.

Main Function: To support and uphold the values implied by the Howe Sound Women's Centre Society (HSWC) Mission Statement. To provide effective oversight of operations, human resource management and community engagement for HSWC's Whistler and Pemberton programs and services. Duties include program development, program operations, human resource management, grant reporting, grant writing, fundraising, community engagement, awareness and advocacy.

Location Whistler, Pemberton and surrounding communities

Qualifications:

- Four years post-secondary education in social/human services or a related discipline, or an equivalent combination of education and experience, and minimum two years in a management position, preferably in a field of social services, program management, or non-profit management.
- An in-depth understanding of systemic discrimination of women and marginalized genders and the dynamics of gender-based violence on adults and children.
- Current Basic First Aid Certification (OFA Level 1 or equivalent) an asset
- Reliable vehicle and a valid BC Class 5 Driver's License.

Skills and Attributes:

- Strong leadership and human resource management skills; able to develop and support a high functioning team.
- Strong administrative and organizational skills that support the ongoing operations of the broader organization.
- Strong communication skills (both oral and written) and computer skills, social media skills;
- Effective grant writing and reporting and ability to collaborate with HSWC's fundraising staff.
- Ability to work both independently at a remote location while being part of a collaborative team
- Able to work under pressure with individuals and families experiencing crisis; varying levels of mental wellness; homelessness; and substance use difficulties;
- Self-motivated with strong organizational and problem-solving skills;
- Crisis prevention, intervention and conflict resolution skills; in a non-judgemental approach

At Howe Sound Women's Centre Society, we encourage applications from all qualified individuals, and value a diverse workforce that reflects the communities we serve.

This position requires a criminal record check by the police and an authorization for a criminal record check under the Criminal Records Review Act of BC.

Reports to: Executive Director and Community Program Director

Closing Date: 5:00pm, Friday, Feb 3rd, 2023

Please direct your cover letter, resume and all inquiries to:

Christina Walsh, HR Coordinator, cwalsh@hswc.ca

JOB DESCRIPTION

Job Title

Community Program Manager, Whistler & Pemberton

Position Summary

Reporting to the Executive Director for strategic direction, media and community engagement related matters and the Community Program Director for all program related matters the Community Program Manager for Whistler & Pemberton is responsible for the effective oversight of operations, human resource management and community engagement for Pearl's Safe Home, two Affordable Housing Units in Pemberton, the Whistler Women's Drop-In Centre, one Affordable Unit in Whistler, the Homeless Prevention Program, and providing support to the HSWC's two PEACE counsellors in Whistler/Pemberton. Duties for this role include program development, program operations, human resource management, staffing, scheduling, reporting, grant writing, fundraising, community engagement, awareness, and advocacy.

Key Duties and Responsibilities

Leadership & Human Resource Management

- Work in collaboration with staff, the Executive Director, and the Board of Directors to establish and execute the strategic direction of HSWC.
- Identify and allocate resources needed for effective program development & implementation.
- Recruit, hire, and train employees and volunteers needed for effective program delivery.
- Oversee scheduling, payroll administration, and performance management of program staff and volunteers.
- Provide ongoing training and development for staff and volunteers.
- Develop and maintain systems to foster effective communication between staff, volunteers, management, and the Board of Directors.
- Plan and coordinate a regular forum for staff communication and program development.
- Foster a productive, vibrant, supportive working environment via team building, coaching, and mentoring.
- Plan staff and volunteer recognition events.
- Provide regular monthly reports to the Executive Director and Board of Directors.

Program Delivery & Administration

- Oversee program development and budget to meet client needs, funding requirements, and program delivery requirements.
- Oversee staff and volunteers and guide their day-to-day activities.
- Facilitate research, planning, development, implementation, and evaluation of programs to enhance service delivery.
- Prepare regular reports and statistical data on program delivery results.
- Develop and implement site-specific policy and procedure manuals and provide staff training and regular reviews to ensure compliance.
- Ensure all health and safety protocols are communicated and carried out, including safety drills.
- Participate in HSWC Health and Safety Committee meetings and carry out action items as required.
- Maintain computerized records of staff and volunteer schedules and ensure they are updated and distributed regularly to maintain program delivery levels.
- Ensure timely submission of all HR, payroll, and expense forms.

- Ensure all necessary documentation is clearly explained and completed by Safe Home and Affordable Housing occupants.
- Ensure all staff and volunteers adhere to and inform Safe Home occupants of the location confidentiality requirements.
- Respond to emergency client, staff, and volunteer needs, including being on-call cell phone five days/week
- From an intersectional feminist perspective using a non-judgmental approach, provide advocacy, resource information, referrals, and emotional support to clients.
- Coordinate and participate in the intake and orientation process of new residents.
- Facilitate clients accessing transportation to the local Safe Home and/or Shelter or Transition House services outside the community as required and for necessary legal or social services appointments or as considered essential for safety or medical needs.
- Coordinate the completion of a client departure checklist to ensure appropriate referrals are provided, including establishing safe boundaries for follow-up support.
- Make referrals to other HSWC and community-based programs when appropriate.
- Respond to and resolve formal and informal client, staff, and volunteer concerns.
- Communicate with other safe homes, transition houses, or drop-in centre staff as needed to ensure the mutual support of all clients.
- Ensure all HSWC program delivery spaces are safe, clean, functional, comfortable, and welcoming for clients.
- Coordinate and evaluate the cleanliness and general state of repair of all HSWC program delivery spaces at regular intervals.
- Inspect the safe home and affordable housing units on the departure of occupants and arrange for cleaning and repairs as needed.
- Manage all aspects of property management with the safe home, affordable housing units, drop-in centres and other program delivery spaces, including contractual / tenancy agreements, intake, occupancy, tenancy changes, cleaning, repairs, maintenance, budget management, accounting, and conflict resolution.
- Communicate with Whistler/Pemberton PEACE program staff about Whistler Women Centre office concerns, schedules, program planning such as groups and kids summer camps, and debriefing as necessary

Community Engagement & Advocacy

- Promote community awareness of HSWC's mission, vision, and goals by fostering positive relationships and regular community engagement, focusing on building relationships in First Nations communities.
- Build community connections to ensure referrals to HSWC programs and resources.
- Ensure the HSWC program and marketing materials are distributed regularly.
- Represent HSWC at public events as needed.
- In consultation with the Executive Director, prepare public announcements and information as needed.
- Cultivate and maintain positive working relationships with funders, government officials, First Nations, police, victim service providers other service providers, including community-based social services agencies and provincial agencies such as BC Housing, MCFD, employment service providers, Ending Violence Association of BC, BC Society of Transition Houses, BC Non-Profit Housing Association.
- Seek, prepare and submit grant applications and supporting documents for current and new grant opportunities as directed.
- Ensure funders are recognized through HSWC marketing, communications and public relations channels.
- Ensure funding deliverables are maintained and exceeded by program staff.
- Complete all grant reporting requirements.
- Lead fundraising efforts and events as required.

Administration

- Complete monthly board reports for the Executive Director and the Board of Directors.
- Prepare, update, track, monitor, and file all program-related statistics.
- Work with the Executive Director to develop and track program budgets.
- Complete forms and adhere to processes outlined in HSWC HR Policies and Procedures Manual.
- Attend staff meetings and/or training made available through HSWC.
- Assume other tasks and duties as directed by the Executive Director and Community Program Director.

Skills & Experience

Experience

- Four years post-secondary education in social/human services or a related discipline or an equivalent combination of education and experience.
- Minimum two years in a management position, preferably in the field of social services, program management, or non-profit management.
- Experience supporting clients experiencing a crisis, varying levels of mental wellness, homelessness, and substance use difficulties.
- An in-depth understanding of systemic discrimination of women and marginalized genders and the dynamics of gender-based violence on adults and children.
- An understanding of the factors affecting marginalized populations, including the historical impacts of colonization and residential schools.
- Knowledge of current federal, provincial and municipal policies and regulations governing charitable organizations.
- First aid training is an asset.
- Experience with critical incident de-escalation, response, and debriefing is an asset.
- Computer proficiency in Microsoft Office, including word, excel, and PowerPoint.
- Valid BC Class 5 driver's license.
- Cross-cultural awareness and collaboration with First Nations experience is an asset.

Skills

- Strong leadership and human resource management skills; able to develop and support a high-functioning team.
- Excellent listening skills.
- Crisis prevention, intervention, and conflict resolution skills.
- Proficient public speaker.
- Ability to focus on delivering targets and goals and articulate how they tie into organizational goals.
- Successful fundraising event planning and execution.
- Strong administrative and organizational skills that support the ongoing operations of the broader organization.
- Effective grant writing and reporting.

Personal Characteristics:

- A passion to make a difference in the lives of those experiencing gender-based violence in our communities.
- Able to develop strong working relationships internal and external to the organization.
- Adaptable, flexible and organized.
- Resourceful, able to resolve problems quickly and effectively.