



June 17, 2024

Internal & External Posting

Programs Manager

Location: Ishtar's Program sites, Langley

Pay Rate: \$95,000

Closing Date: July 7, 2024

Reports to: Executive Director

Supervises: Unionized staff and supports their supervision of their direct reports.

Position Description:

The Program Manager plans, implements, and evaluates programs and activities to affect the overall functioning of the programs and services on a day-to-day basis. Exercises good judgment and promotes harmonious working relationships within the organization. Is responsible for ensuring the overall smooth operations of residential and women's support services programs as well as the responsibility for all Human Resources related tasks at the organization.

Key Duties and Responsibilities:

1. Plans, organizes, and oversees service provision, ensuring adherence to agency policies, legal requirements, and budgetary constraints. Recommends new program areas as needed.
2. Contributes to strategic and operational planning, resolves operational issues, and handles confidential information as a part of the management team.
3. Establishes standards, outcomes, and accountability mechanisms for assigned areas. Advises the Executive Director on significant program issues.
4. Manages selection, termination, and performance of immediate subordinate staff, including conducting yearly appraisals.



5. Maintains timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels, as necessary.
6. Ensures safe program operation, staffing, and facility maintenance. Addresses after-hour emergencies.
7. Writes and submits funding and grant applications.
8. Builds and maintains relationships with funding agencies, other organizations, and the community for program support and education. Represents the organization at public events.
9. Manages programs within the assigned budget and utilizes collected data strategically.
10. Implements metrics and outcome measurement processes for service quality. Monitors service delivery and staff performance, discussing and resolving issues as needed.
11. Supervises, develops, and motivates staff, providing training and addressing disciplinary matters as necessary. Maintains confidentiality.
12. Prepares reports, conducts studies, and stays informed about program developments.
13. Performs related duties as required.

Education and Experience

- Completion of a bachelor's degree in a related field or a combination of education and experience.
- Proven track record in program development.
- Minimum five (5) years of management experience preferably in the community social services sector with a demonstrated and in-depth working knowledge of transition houses, women's shelters, specific community-based programs and services, applicable legislation, and policies; information technology, financial management, and issues surrounding assigned community relations.



- Operational/administrative management, planning, organizing, human resources, analytical and communications, counselling/social services knowledge, and skills.

Skills and Abilities:

- Excellent oral, written, clinical, facilitation, and interpersonal communication skills.
- Proven leadership, development, and administrative skills.
- Full familiarity and comfort with the use of technology, databases, and the full Office suite.
- Demonstrated ability to organize, plan, develop, supervise, execute, and complete projects.
- Knowledge and understanding of violence against women, the cycle of violence and its effect on the victim and her children.
- High degree of creativity, flexibility, and initiative.
- The ability to function independently, and frequently under pressure, while managing multiple concurrent projects, staff, and deadlines including participating in, resolving, and effectively managing stressful and emergency/crises is an ongoing expectation.
- Participation at meetings, conferences, and other events may involve long workdays, and/or evening/weekend work.

Required

- Access to own vehicle and valid Driver's Licence.
- Appropriate insurance for the vehicle used for work purposes.
- Criminal Record Check Required.
- Standard First Aid Certificate CPR Level C with AED,

Please submit your cover letter and resume in one pdf document to executive.director@ishtarsociety.org

We thank all applicants for their interest, but only qualified candidates will be contacted. No phone calls or email please.