

Comox Valley Family Services Association

Benchmark Title FAMILY DEVELOPMENT PROGRAM MANAGER

Reports to: Executive Director

Approved by: Executive Director **Reviewed/revised:** April 2017

Summary

The Family Development Program Manager is responsible for the management, supervision and evaluation of Family Development Program. This program works in close partnership with Ministry of Children and Family Development (MCFD).

The Program Manager is a key part of the agency management team, which includes the Executive Director, program managers/coordinators and financial administrator.

In the absence of the Executive Director, as a member of the management team, the Program Manager may be called upon to be directly responsible for some of the day-to-day operations of the organization.

Desired qualifications include, but are not limited to: strong leadership and management skills, particularly in fiscal and human resource management; ability to implement change, motivate staff and maintain relationships; and strong communication skills with their supervisor, staff and colleagues.

Main Duties and responsibilities

- Works with Family Development team assisting with development and/or implementation of case plans; assisting employees when necessary in formulating case plans with goals and action steps in relation to client work.
- Conducts annual performance appraisals with program team members, providing constructive feedback and direction as to improvement.
- In conjunction with the Executive Director responsible for hiring of Family Development team.
- Leads members of the program team in identifying client goals when needed; monitors and evaluates the effectiveness of Individual Service Plans; and guides team members in the identification of changing service needs.
- Responsible for staff orientation, client case reviews and debriefing as needed
- Reviews and approves requests for training, holidays or leaves.
- Responsible for the overall supervision of any practicum staff or volunteers in the program.
- Provide positive leadership to all staff, encouraging a team approach, professional attitude, always modeling best practices in this regard
- Organize and attend team and agency meetings.
- In conjunction with MCFD liaison, manages program wait list(s) and assign cases to workers.
- Compile, maintain and report on the monthly and annual program statistics, and other data as required by MCFD.
- Ensure that the program operates within the approved agency budget.
- Implements accreditation standards (CARF).
- Other related duties as assigned by the Executive Director.

Committee and Community Work

- Alternating managerial role on Occupational Health and Safety Committee
- Community role as alternative for the Executive Director when needed
- Build and support a collaborative network of relationships and partnerships between the Ministry of Children and Family Development and Family Development program to foster positive client outcomes.

Qualifications

- Minimum of university degree in related social services field and at least 2 years of professional employment in social services administration or supervision.
- Awareness of B.C. employment and labour practices and standards
- Preferred experience with non-profit organizations.

Required Knowledge, Skill and Ability

- Considerable knowledge of case management principles and practices.
- Considerable knowledge of social services &/or community organizations.
- Considerable knowledge and experience in working with families at risk.
- Skill and ability in interviewing, problem solving, assessment and case planning.
- Ability to work independently and make difficult decisions based on observations and documentation related to case.
- Ability to maintain a strict standard of confidentiality.
- Ability to communicate effectively verbally and in writing.
- Ability to establish and maintain effective working relationships with other employees, community colleagues and the general public.
- Ability to perform all physical requirements of the position.
- Excellent organizational and time management skills to meet scheduled deadlines.
- Ability to work in a fast paced environment and handle a number of issues simultaneously; use of good judgment in assessing difficult situations.
- Ability to perform routine program work independently.
- Proficient in the use of Microsoft Office Suite including Word, Excel, PowerPoint, Outlook and Internet.
- Knowledge of relevant community resources.

General

- Successful reference check(s) and Attorney General check (every 5 years or less)
- Valid driver's license and safe, successful drivers abstract, reliable transportation, and must be able to obtain appropriate car insurance as per agency policy
- Occupational First Aid, Level 1
- Will follow all CVFSA polices, including but not limited to code of ethics, code of conduct, confidentiality, respectful workplace, gossip and rumors, health and safety; bullying and harassment.
- Will abide by the relevant rules and regulations set out by the Ministry for Children and Family Development; Duty To Report, Privacy and Information Sharing

Policy:

It is expected that all staff are aware of, understand, agree and will abide by all Policies and Procedures of Comox Valley Family Services Association (CVFSA).

This job description should not be construed to imply that these requirements are exclusive standards of the position. Employees may be required to follow any other instructions and to perform other related duties that may be required by the Association.

Core Competencies Required

- Collaboration
- Creative Problem-Solving & Decision-Making
- Fostering Independence in Others
- Interpersonal Relations & Respect
- Relationship/Network Building
- Self-Development
- Strategic Thinking
- Resilience
- Advocating for others
- Self-Control
- Service Orientation
- Values and Ethics

Working conditions are normal for an office environment; and may at times meet staff's clients in a community or agency setting in order to support the staff member. Business hours are regular with some overtime when required. Attend meetings locally and potentially regionally.

Accessibility: CVFSA welcomes applications from all qualified applicants including but not limited by those of any sex, race, gender, orientation, or disability. Multilingual, multicultural, Aboriginal/First Nations and Métis competencies are assets.

Failure to follow CVFSA policy and procedures could result in discipline up to and including termination of employment.

I have read and agree with this job description and requirements

Employee Name: _____

Signature: _____ Date: _____

Executive Director: _____

Signature: _____ Date: _____