

## Job Posting

Internal

External/Internal

**Job Title:**

# Assistant Program Manager

**Posting No:**

## JH 278

**Job Location:** Campbell River

**Note:** This position includes a comprehensive 100% employer-paid benefit package, enrolment in our defined-benefit pension, the Municipal Pension Plan, and three weeks of paid vacation.

**Duties and Qualifications:** See job description at the end of this document.

**Salary Rate:** \$37.66 - \$46.15, Paraprofessional Grid 16\*

**Schedule:** Monday - Friday

**Hours per week:** 35

**Closing date:** December 7, 2021, at 4:30 pm with a possible extension until a suitable candidate can be found. Applications will not be considered after this date if a suitable candidate has been found.

**Apply to (cover letter, resume, and 3 references):**

Alisha McLain

**Email:**

alisha.mclain@jhsni.bc.ca

**Fax:**

250-286-3650

**Mail:**

140 10<sup>th</sup> Avenue, Campbell River BC V9W 4E3

This position is open to applicants of all genders.

This position requires proof of COVID-19 vaccination.

This position requires union membership and the completion of two criminal record checks.

The John Howard Society of North Island is an employment equity employer.

\*All JJE/Paraprofessional positions are subject to wage grid levels. Positions begin at Step 1 and are increased to Steps 2 through 4 based on number of hours worked.

## *Job Description*

<i>Job Title:</i>	Assistant Program Manager
<i>Work Site:</i>	Campbell River, Courtenay
<i>Benchmark:</i>	Unique, 799 points
<i>Grid Level:</i>	16, Paraprofessional grid
<i>Reports To:</i>	Program Manager
<i>Date Prepared:</i>	October 18, 2000
<i>Approved By:</i>	Executive Director
<i>Reviewed:</i>	August 20, 2021
<i>Revised &amp; Approved by Executive Director:</i>	July 27, 2011

### Summary

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Assists the Program Manager in their general duties including planning, administration, communication, training, and policy development. Oversees day-to-day operations of one or more programs and staff to ensure goals and objectives of John Howard are met. On rare occasions, may provide direct service to clients.

### Key Duties and Responsibilities

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To perform the job successfully, the Assistant Manager must consistently be able to perform each essential duty satisfactorily. Other related duties may be assigned.

- Supervises program staff by performing duties such as assigning work, providing feedback on performance, and conducting performance evaluations.
- Participates in the recruitment and selection of staff by performing duties such as screening applicants, participating on interview panels, and making hiring recommendations.
- Orients, determines the need for and provides training to program staff, volunteers and practicum students.
- Oversees the day-to-day operations of one or more programs by ensuring that the program standards, guidelines and policies of the organization are maintained. Implements, coordinates and evaluates plans and programs designed to ensure that clients' needs are met.

- Formulates program policies and procedures, and evaluates one or more programs in consultation with the Program Manager.
- Provides administrative support including client/staff/agency statistical and record gathering and analysis, purchasing, organizing of events (e.g. training, meetings), inventory control, liaison with other work sites and government ministries.
- Ensures that appropriate systems are in place to support and maintain programs.
- Ensures effective communication with staff, maintains an effective relationship with other work sites, government officials and other community groups. Represents agency on designated committees or at designated events.
- May assume responsibility for the development and implementation of special projects.
- May work as front-line deliverer of services such as: performing assessments, developing action or case plans, counselling, training, and evaluating performance and progress of clients.
- Assumes role of Program Manager in their absence.
- Performs other related duties as required.

## Qualifications

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The requirements listed below are representative of the knowledge, skill, and/or ability required to perform each essential duty satisfactorily.

### Education, Training and Experience

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Master's degree and three years related experience including one year of supervisory or administrative experience. Experience should include community and government relations.

### Other Skills and Abilities

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The Assistant Manager must:

- Demonstrate a level of cultural sensitivity and understanding of the client population's cultural and socio-economic characteristics.
- Have the ability to form a mutually respectful partnership with persons served and their families in which they are helped to gain skills and confidence to address any issues and problems they face.
- Have the ability to accept the differences he or she will find among his or her clients.
- Accept clients' rights to self-determination and individuality, and must not discriminate on the basis of race, ethnicity, language, religion, marital status, gender, sexual orientation, age, abilities, socio-economic status, political affiliations, or national ancestry.
- Have a positive conviction about the capacity of people to grow and change.
- Have the ability to work respectfully in partnership with other team members, including referring authorities.

- Have the ability to set limits and maintain the helping role for the practitioner and to intervene appropriately to meet the needs of the persons served or other family members.
- Recognize the value of a nurturing family as the ideal environment for a person.
- Have the ability to recognize persons with special needs and make appropriate referrals.
- Have excellent oral, written, facilitation, and interpersonal communication skills.
- Must have demonstrated ability to work both in team and independently; proven leadership and supervisory skills.
- Have well developed analytical, planning, organizing, time management, and other administrative skills.
- Have ability to work effectively with staff and community agencies and other organizations.
- Have demonstrated counselling, assessment, and intervention skills.
- Have knowledge of theory, principles, and practices in field.
- Have computer and Internet skills, including knowledge of the Excel program.
- Have the ability to function under pressure while managing multiple concurrent projects and deadlines.

## Other Job Requirements

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- Two completed, acceptable criminal record checks, one from the Criminal Records Review and one from the RCMP.
- The Assistant Manager must have use of a safe, reliable vehicle, and must obtain appropriate insurance as per John Howard policy.
- The Assistant Manager must be able to function independently.
- The Assistant Manager may be required to be on-call at specified times and carry a cellular phone. Weekend work and flexible hours may be required.
- The Assistant Manager will follow the Code of Ethics and the Mission Statement of The John Howard Society of North Island. The Assistant Manager will also abide by the relevant rules and regulations as set out by John Howard and the Ministry for Children and Family Development.

## Diversity

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The John Howard Society of North Island welcomes applications from all qualified applicants including but not limited by those of any gender, race, orientation, or disability. Multilingual skills and multicultural competence are assets.