

## **JOB OPPORTUNITY - Director of Programs**

### **The Position: Director of Programs**

Phoenix Human Services is an established and respected social services agency in Victoria BC. The agency has a \$5M budget through service contracts with the Ministry of Children and Family Development (MCFD) and Community Living BC (CLBC). The agency has a revitalized strategic plan that is calling for program growth and is looking to add a Director of Programs position to help ensure the objectives of the plan are met. This is a new position for the agency. Reporting to the Executive Director and as a member of the leadership team, the Director of Programs is accountable for the overall quality, direction, and evolution of programs and services. The Director of Programs leads a team of 6 Program Managers who oversee a diverse array of services (70 direct-services staff in total).

### **Core Competencies:**

Leader of leaders - Culture builder - Accountable - People Skills - Labour Relations - Critical and Strategic Thinking - Communication- Judgement and Decision Making - Growth minded - Planning and Organizing - Coaching and Mentoring - Sense of Humour

### **The ideal candidate will:**

- Possess seasoned Director-level experience in a social services environment
- Possess a BA or higher level of relevant education and a track record of professional development
- Bring a calm, competent, results-oriented perspective
- Have highly-tuned interpersonal and professional skills
- Demonstrate success in leading a management team
- Demonstrate proficiency in evolving organizational culture
- Have experience in effective HR practice in a union environment (grid levels 10, 11,12 and 14P)
- Have a background in child/youth/family support programs
- Have previous success in accreditation, best practices, and operating standards
- Demonstrate a history of accountability in program practices
- Demonstrate success in program growth and funding growth
- Show past success in community partnerships
- Have experience working with senior leadership and a Board of Directors
- Be skilled in public relations / community development

### **Working at Phoenix**

You will find Phoenix to be a supportive environment with a commitment to supporting staff. We are guided by our Core Values. After refreshing the Strategic Plan, Phoenix staff and the Board of Directors are excited about the future of the agency and work is currently being done to map opportunities for development and growth. The Director of Programs will play a vital role in the momentum we anticipate.

### **Typical Duties and Responsibilities**

#### *Program Oversight and Development*

- Lead management team in the provision of high-quality, person-centered program/service delivery
- Ensure the leadership of programming, including planning, budgeting, staff development, outcomes reporting, and program growth
- Work with the Quality Assurance Committee to ensure accreditation standards, legislative requirements, best/promising practices, and internal standards are met or exceeded
- Work with various committees including Occupational Health & Safety, Policy, Wellness, and Joint Labour/Management
- Ensure the principles of person-served and evidence-based practices are integrated

- Ensure efficiency in the delivery of services
- Work with Program Managers to identify and resolve issues
- Work with Managers in developing improvement and development plans in line with strategic directions
- Ensure effective implementation of Policies and conditions of the Collective Agreement
- Implement, evaluate, and maintain programs in accordance with accreditation standards and the goals and objectives of the agency
- Ensure relevant and regular reporting is provided internally and externally to stakeholders as required
- Report evaluation findings and recommend program improvements
- Identify risks associated with program activities and take appropriate action to control them
- Lead the efforts on research and the evolution of best practices
- Work with fund development team on proposals for value-added services

#### *Human Resources*

- Support the management team in the delivery of excellent HR and talent development practices
- Reinforce and evolve the HR cycle of recruitment, on-boarding, orientation, service delivery according to contract deliverables, professional development, training, goal and stretch-goal setting, and enhancing practice skills through effective on-going performance feedback
- Support the management and staff teams as needed regarding policies and practices, the Collective Agreement, and industry legislative requirements
- Develop the management team for increased levels of responsibility

#### *Administrative Process*

- Represent programs and service delivery at Board meetings, as requested by the Executive Director
- Monitor agency-wide service levels to ensure contract obligations are met
- Act as the Freedom of Information Officer
- Work within the leadership team on coordinated overall agency function
- Monitor the agency-wide validity and reliability of data input into the Electronic Client Record System
- Oversee the agency-wide collection and maintenance of client records for statistical purposes
- Develop forms and records to document program activities as needed
- Lead or assist in report writing when required
- May be required to fill the role of Acting Executive Director during periods of absence of the ED
- With the Director of Finance and Operations, prepare the program budget and monitor program financial matters

#### *Community*

- Represent the agency as required
- Communicate with stakeholders to solicit input to improve programs
- Participate in community-based committees relevant to mission and mandate
- Coordinate community requests for presentations
- Assist with general enquiries made by the public
- Liaise with external stakeholders as required to research and implement best practices related to programs, with a focus on inter-agency collaborations and partnerships where appropriate
- Liaise with funders and service providers in the community

#### **Qualifications and Experience**

- Minimum 5 years recent Director-level experience is preferred
- 10 years of progressively more management/leadership responsibilities in a social services setting
- Ideally, experience in family support, child and youth, mental health, and/or serving individuals with diverse abilities

- Excellent people skills
- Post-Secondary education in a relevant field of human services plus a history of professional development, training, and accreditations in the field will be considered
- Strong leadership skills
- Proven ability to build a positive professional environment and work with staff teams to build a vision, execute and evaluate successful programs, and actively engage in group oriented problem solving
- Knowledge of evidence-based practices, current trends in funding and service provision, and innovation
- Demonstrated success in program development and program evaluation
- Understanding of budgets
- Competency initiating change management strategies
- Expertise in management within a unionized environment
- Experience and success in working with accreditation standards
- Proven ability to scan the external environment, see potential opportunities and threats, and actively strengthen the organizations capabilities for new initiatives
- Flexibility to meet constantly changing demands of the workplace
- Computer literacy with strong knowledge of MS Office and internet applications
- An appreciation for, or working experience, in a non-profit setting is preferred
- Valid driver's license, adequate insurance, and criminal record check **are required**

This is a full-time position. We offer a competitive salary, vacation, benefits, and pension package. Applications will be accepted for this position until Monday, February 8, 2021. We are an equal opportunity employer.

Résumé and cover letter can be submitted to Phoenix Human Services by e-mail at [admin@phoenixhumanservices.org](mailto:admin@phoenixhumanservices.org) or by mail at 1095 McKenzie Ave, 4<sup>th</sup> Floor, Victoria BC, V8P 2L5 c/o Admin