



Manager of Adult and Family Services

Location: Squamish, BC

Start date: June 10, 2024

Nature of Position: Temporary, Full-time

End date: January 9, 2026

Hours of Work: 35 hrs/wk, Mon-Fri

Compensation: \$68,150

Position posted on: March 20, 2024

ABOUT SSCS:

Founded in 1978, Sea to Sky Community Services (SSCS) is one of BC's most respected and established community service organizations. We operate within a large geographic area - from Pemberton to Britannia Beach - supporting individuals and families living in the Sea to Sky Corridor. We offer 41 programs and services, including early childhood development, childcare, affordable housing, outreach, counselling, family support, seniors and youth services, community living services and respite. We provide a range of services that support our communities and residents through all ages and stages of their lives. Last year, SSCS served 6500 individuals and families in our region.

Contribution:

The Manager of Adult and Family Services is responsible for overseeing the general day-to-day operations of a portfolio of programs and services including Victim Services, Counselling Assistance, Family Support and Preservation, Sexual Abuse Intervention, Stopping the Violence Outreach, and Youth Transitioning to Adulthood. The Manager ensures that the goals and objectives of the programs and services are met in compliance with agency policies and procedures; CARF accreditation; contractual, legal, and financial obligations; licensing; and other requirements. The Manager provides leadership and direction to the employees under the portfolio of assigned programs and ensures that programs and services are provided in alignment with the agency's Vision, Mission, Values and Strategic Directives.

The Manager is a contributing member of the SSCS Management Team. This position assists to promote a positive, vibrant, and healthy workplace culture. This position reports to the Director of Clinical Service Delivery.

Qualifications:

- A degree in the social service, counselling or related field;
- Two years of recent management experience in social services including direct supervisory experience;
- Previous direct program delivery experience in the community social services sector;
- Or an equivalent combination of education, training, and experience.

Job Skills and Abilities:

- Strong oral, written and interpersonal communication skills including experience in report writing.
- Strong practical experience in social service project and/or program management including planning and delivery.
- Demonstrated ability to work positively with all stakeholders involved in program management.
- Proven leadership abilities including strong supervisory, conflict resolution and team building skills.
- Familiarity with the accreditation process and quality assurance practices.
- Attitude and values which are compatible with the Vision, Mission, and Values of SSCS.
- Demonstrated abilities using Microsoft Office (Word, Excel, Outlook) and data base experience.
- Awareness of issues such as family violence, abuse and trauma, mental health, substance abuse, child development, socioeconomics, cultural diversity and disabilities.
- Familiarity with Ministry of Children and Family Development and Community Living BC an asset.

Responsibilities:

1. Leadership and Management
 - a. Oversees the general day-to-day operations of an assigned portfolio of programs and services.
 - b. Outlines the goals and objectives of the programs and services, and strategizes and supports Program Coordinators and other assigned staff to attain program goals and objectives; ensures effective planning and management; and ensures accountability.
 - c. Oversees to ensure that facilities and physical resources are kept clean, well-maintained and secure. Reports and follows up on facility and resources issues.
 - d. Meets regularly with Program Coordinators and other assigned staff as required.
 - e. Provides timely program reports, information, updates, and briefing notes to the Associate Director of Service Delivery as required.
 - f. Ensures that program deliverables (ie. reports, statistics etc) meet contractual, legal, and financial obligations; licensing; and other requirements within the specified timelines.
 - g. Participates as a member of the management team in developing short term and long-range strategic plans, assessing and resolving operational issues and policies.
 - h. Liaises, attends meetings, and maintains effective relationships with community partners and key stakeholders. This includes communicating and promoting SSCS services.
 - i. May represent the agency at community and fund-raising events and functions.
 - j. Participates in and/or reports to a variety of internal and external meetings, committees, Boards and/or other related groups.
 - k. Performs other related duties as required.
2. Financial Management

- a. Monitors and authorizes program and staff expenditures within allotted budgets.
 - b. Assists the Director of Clinical Service Delivery in budget preparation. May make budget recommendations.
3. Human Resources Management
- a. Monitors to ensure that all services and programs are adequately staffed to avoid interruption in programs and services.
 - b. Assists in human resources activities such as interviewing, hiring, evaluation, training, and discipline issues. Participates in conflict resolution amongst staff.
 - c. Meets regularly with the Associate Director of Service Delivery and other management staff as required.
 - d. Meets regularly with Program Coordinators and assigned staff.
 - e. Identifies and plans training and development activities for program employees.
 - f. Ensures that employees, volunteers, and other service providers are accountable and have the resources to perform their work effectively.
 - g. May participate directly in the provision of services to resolve difficult or sensitive issues or problems.
4. Quality Assurance
- a. Participates in SSCS's overall quality assurance and accreditation planning processes.
 - b. Supports Program Coordinators and assigned staff to ensure ongoing compliance with accreditation standards and other CARF requirements
 - c. Ensures that assigned programs develop, implement, review and revise performance measures and program operating manuals as required
 - d. Monitors programs and supports Program Coordinators and assigned staff to ensure that all required documentation (ie. Data, statistics, client records) is complete, accurate, relevant and current and that privacy and confidentiality policy and procedures are adhered to.
 - e. Encourages an atmosphere of high-quality assurance and service excellence.
 - f. Participates in the review of organizational policies.

Requirements:

1. Criminal Record Review.
2. Signed confidentiality form.
3. Driver's license and abstract.
4. Access to a reliable vehicle.
5. Approved reference check.
6. Proof of full vaccination against Covid-19.

Benefits and Perks:

Healthcare: We offer an extended health program through Group Health that covers MSP premiums, dental, vision, prescription medication, select alternative therapies, life insurance, and long-term disability. We also have an Employee and Family Assistance program. The premiums of the plan are 100% employer-paid.

Vacation & Leave: Employees accumulate 6% vacation pay on all hours worked in the first and second year of employment. For full-time staff, this equals 15 days of holidays (3

weeks/year). After the first two years of employment, they earn one additional day of vacation per year of service, to a maximum of 35 workdays.

Retirement Pension: When eligible, a full-time employee will be enrolled in the Municipal Pension Plan with a matching contribution by SSCS.

Other Perks: Casual dress, flexible hours, paid sick days, and more.

Apply today at: jobs@sscs.ca