

Job Description

Manager – Together Against Violence (TAV)

Summary:

Working in collaboration with the Director of Program and Staff Development and the Senior Leadership Team, the Manager - TAV contributes to the overall success of the organization by providing effective and strategic leadership to their assigned programs. The Manager will bring a strength-based approach to excellence in service delivery and a commitment to employee engagement. The programs currently under the oversight of this manager include Thyme Second Stage, Yew Transition House, Women's Counselling, Community Based Victim Services, Police Based Victim Services and Women's Outreach programs. Some of the manager's time will be in the provision of direct service and this position is required at times to provide support or coverage to ensure the ongoing operation of our 24-hour services.

Key Duties and Responsibilities:

- Provides Program Management and Coordination.
- Brings a strengths-based approach to the provision of services for new and existing programs and projects.
- Plays a leadership role as an active member of the Senior Leadership Team.
- Provides leadership and vision to the team, supporting the implementation of policies and activities that will fulfill that vision and align with organizational policies and procedures.
- Facilitates and is a champion for ongoing compliance with accreditation standards, new standards and CARF requirements.
- Identifies and supports the development of programs across SCCSS.
- In collaboration with the Director of Program and Staff Development, ensures program sustainability, this will include grant writing, donor support, volunteer engagement and internal and external partnerships and collaboration.
- Ensures effective service delivery consistent with agency mandate and policy while meeting all legal, contractual, financial and other compliance requirements in collaboration with the Director of Program and Staff Development.
- Creates an effective and supportive communication structure within the team.
- Completes, monitors and delegates tasks to ensure the objectives and outcomes of the program(s) meet funders' expectations and the community needs.
- Develops and establishes standards and accountability mechanisms including logic models, monitoring frameworks and evaluation processes including the completion of program reports, statistic collection and maintenance of relevant documents.
- Builds, develops and maintains effective relationships with all stakeholders of programs in collaboration with Director of Program and Staff Development and the Manager Community Partnerships.
- Maintains an awareness of relevant provincial associations and ensures the effective involvement of SCCSS where strategic and useful to programs and the organization.
- Ensures proactive repair and maintenance of program facilities with the Facilities Manager.
- May be requested to assist with other duties to aid with the efficient operation of the organization.

Community Development

- Acts as an advocate for participant groups in the community, representing the program(s) on committees and advocacy groups in the community in program(s) related areas.
- Leads the designs and development of prevention and intervention programs to meet community needs
- Maintains effective relationships with funders, community partners, organizations and individuals relevant to areas of responsibility.
- Ensures participants have opportunities to be engaged in program oversight, development and implementation.

Staff and Volunteer Management

- Works with the HR Director and Director of Program and Staff Development to recruit, hire, orient, coach, supervise, discipline, and terminate staff.
- Collaborates with the Senior Leadership Team to develop and implement employee engagement strategies.
- Leads the development and implementation of a staff development process.
- Leads the development of opportunities for students and volunteers, as appropriate, and ensures successful engagement.
- Provides guidance to program staff and volunteers in interpreting relevant policies and procedures or the collective agreement, where applicable.
- As a representative of the employer in labour relations, ensures compliance with the collective agreement and local agreements, is a member of the Labour Management Committee, works with CSSEA and BCGEU as needed alongside the HR Director, Director of Program and Staff Development and Program Coordinators.

Qualifications and skills required:

- Bachelors' Degree in psychology, counselling, social work or equivalent education and experience in a related field.
- A minimum of three years of previous related program delivery experience working with survivors of abuse and/or trauma with demonstrated leadership and supervisory skills.
- Experience applying a feminist analysis of gender violence as it affects children, women and trans folks.
- Solid understanding of the systemic issues that need to be addressed in order to decrease violence against women.
- Understanding of the needs of people experiencing trauma.
- Education/training related to addictions and mental illness.
- Solid understanding of the grassroots/community development approach our organization plays in the development of new and existing programs.
- Successful experience building individual and/or family capacity to be actively involved in decision making.
- Program development and implementation skills.
- Experience providing consultative support to staff working with families facing complex issues.
- Education/training/experience working with diverse populations and creating inclusive environments.
- Experience working with participants who may exhibit violent or unpredictable behaviour.
- Good working knowledge of relevant local, provincial, and federal legislation and regulations.
- Facility management experience.
- Experience supervising employees in a unionized environment is an asset.
- Demonstrated respect and skill in working with diverse populations.
- Proven ability to work collaboratively across programs and with community partners.
- Proficient abilities in grant writing, budget creation and monitoring and the development of business plans and monitoring frameworks.

- Strong computer skills in Microsoft Office suite.
- Excellent communication and organizational skills and ability to set boundaries.
- Successful results of criminal records check.
- Strong knowledge of SCCSS programs and services.
- Sense of humour and able to manage self-care.
- Valid driver's licence and access to a reliable vehicle to attend meetings at different locations throughout the Coast as needed.

Working Conditions

This position is typically office-based but may require lifting of supplies, moving of furniture or other moderately physical activities. Ability to work flexible hours as evening and weekend shifts will be required on occasion – will be part of a team that provides on-call support to Yew and Thyme over weekends. Ability to work outdoors on occasion.

Organizational Relationships

This position reports to the Director of Programs and Staff Development. The Manager – TAV supervises the following positions: Coordinator – Yew Transition House, Coordinator – Thyme Second Stage, Lead – Community-Based Victim Services & Women's Outreach, Lead – Police-Based Victim Services, and Lead – Women's Counselling.