

Job Description

Job Title / Position:	Director of Employment Programs and Community Engagement
Location:	Surrey Head Office
Reports to:	Chief Executive Officer (PICS)
Hours:	Full-time - 35 hours per week
Portfolio:	Manage a mix of multiple projects, staff, and budgets; Manage community engagement
Wage:	\$45.00 - \$49.00 per hour

Job Summary and Scope:

- oversees and directs the operations of programs and projects in their portfolio and ensures they meet the funders, the partners, and the Progressive Intercultural Community Services (PICS) Society's expectations;
- identifies budget requirements and provides financial management of the allocated budget to the projects and programs;
- develops and implements initiatives related to the marketing of the projects and programs (in their portfolio) and provides recommendations for the preparation of annual and long-range program plans;
- identifies emerging needs and writes proposals for negotiating repeat grants and program funding;
- provide direction and act as a coach and mentor to Program Managers and Program Coordinators; and
- actively assists in organizing PICS Society's events, dinner galas, radiothons, and fundraising.

Key Duties and Responsibilities:

Operations and Management

- working with Accounting, Human Resources, and Administration, participates in the provision of effective strategic, financial, and human resources planning and information;
- provides support and direction to staff in regards to maintaining CARF accreditation standards;
- monitors and supervises program budgets and expenditures to ensure the financial integrity and accountability of the programs;
- supports the negotiation process with funders when necessary;
- supervises and evaluates program staff's performance;
- works closely with the Administrative and Facilities teams to assign offices, equipment, and resources to staff;
- working in coordination with the Human Resources department, participates in employee relations, grievance resolution, disciplinary actions, and performance evaluations of program staff;

- working in coordination with the Human Resources department, participates in the recruitment, interviewing, hiring, training, and development of program staff;
- prepares and updates job descriptions of staff in the department;
- monitors and approves program staff's time sheets, vacation requests, leaves, work schedules, and professional development courses;
- ensures effective communication between staff members and between staff and clients;
- submits reports to funding bodies and management as required;
- follows PICS Society's policies and procedures and acts as a role model to program staff;
- ensures program staff follow PICS Society's policies and procedures;
- prepares and negotiates annual budgets with funding agencies;
- develops proposals for new programs; and
- performs other duties as assigned from time to time.

Program Delivery

- plans, organizes, controls, and directs the provision of program services;
- ensures effective program/service delivery consistent with agency/funder mandates, policies, agreements, expectations, contracts, and budgets;
- ensures that program/service standards are maintained and that clients' needs are met;
- develops comprehensive plans and strategies to ensure that the programs meet or exceed contract objectives and requirements and takes prompt action to address and resolve any issues when required;
- drafts, recommends, and implements policies and guidelines related to client and program activities;
- ensures that appropriate systems are in place to support and maintain programs;
- ensures that accurate program and client records are maintained and that confidentiality is not compromised; and
- working in coordination with the Communications department, supports the development and implementation of marketing and promotion strategies to promote the programs and services in the community.

Communities Engagement

- maintains and ensures PICS Society has a positive public profile;
- represents PICS Society in a professional, ethical, and positive manner;
- maintains an effective relationship with government officials, volunteer and community groups, local Chambers of Commerce, business associations and market committees, and the funders;
- networks with other community organizations to coordinate the provision of services, resolve program delivery issues, exchange program information, or provide instructions on the use of the assigned program;
- represents the organization at community colleges, events, and functions; and
- conducts special studies, makes presentations, and maintains a current awareness of developments in the field and area of expertise;

- supports PICS Society's fundraising activities with major donors; and
- works closely with the Communications Officer to update program promotional materials and information on PICS Society's website(s).

Qualification:

Knowledge and Experience

- minimum bachelor's degree in a related discipline;
- proven experience of at least a year of direct program delivery;
- proven experience in Program Management or leadership;
- demonstrated knowledge of specific community-based programs or employment services-based programs and federal, provincial, and community support services systems;
- proposal writing knowledge and experience;
- experience persuasively presenting sensitive issues to large groups;
- experience in effectively creating, managing, and updating financial (program) budgets
- experience successfully working in partnership with governmental and community organizations and businesses;
- understanding of relevant legislation, policies, and procedures;
- understanding of cultural and political environment;
- understanding of multi-cultural issues and ability to work in a multicultural organization and community; and
- understanding of certifications and credentials required for different careers.

Skills and Abilities

- excellent English (oral, comprehension, and written) skills;
- proficiency in a second language would be a definite asset;
- excellent facilitation, presentation, and interpersonal communication skills;
- excellent computer skills (including MS Office programs);
- possess cultural awareness and sensitivity;
- demonstrated ability to work effectively with program staff, volunteers, and non-profit or publicly funded groups, agencies, and organizations;
- demonstrated ability to successfully and effectively lead, manage, and motivate department, program, or project staff
- demonstrated ability and availability to participate in meetings and conferences, and other events involving long work days, and/or evening/weekend work;
- demonstrated ability to resolve employee-related issues in a fair, unbiased, and objective manner;
- demonstrated ability to work professionally and cooperatively with the staff and leadership of other programs and departments; and
- demonstrated initiative in meeting goals and targets.

Other requirements

- clean driver's abstract and a reliable vehicle; and
- clean criminal record (vulnerable sector).