

**Program Manager**  
**JOB POSTING # 2017-028**

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**JOB TITLE: Fort St. James Program Manager**

**JOB SUMMARY**

The Fort St. James (FSJ) Program Manager provides supervision to frontline staff who work in Fort St. James. This includes recruiting/hiring and overseeing/managing employees; performance management; personnel administration; assisting with or direct responsibility for operational planning; liaising with funders and/or attending Board meetings. The Program Manager is further responsible to ensure all programs are meeting desired outcomes and budgetary goals. Locates and proposes potential programs by contacting potential partners; discovering and exploring opportunities. Enhances agency's reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to the agency and community of Fort St. James.

**KEY DUTIES & RESPONSIBILITIES**

- Develops, implements, coordinates and evaluates plans and programs designed to ensure that clients' needs are met. Ensures that program standards, guidelines and policies of the organization are maintained, that necessary facilities and equipment are in place and that all licensing and accreditation requirements are met.
- Remains current on latest funding trends, policies, and innovations for social services that align with the organization's current and expanding core business
- Works in consultation with the senior management team to formulate program policies and procedures, and in evaluating programs.
- Adheres to agency values and principles and promotes them within the agency and the community. Works to position the agency as a leader in service provision in the community.
- Participates in the recruitment and selection of program staff by screening applicants, participating on interview panels and making hiring decisions.
- Orients, determines the need for and provides training to program staff and, where applicable, practicum students.
- Ensures that appropriate systems are in place to support and maintain programs.
- Supervises expenditures within the existing budget allowance and makes budget recommendations.
- Represents NVCSS to an array of external clients and stakeholders, such as partner agencies, donors, consultants, and potential key personnel. Maintains an effective relationship with government officials and community agencies/groups. Maintains liaison with other community organizations to coordinate provision of services, resolve program delivery, exchange program information, or provide instruction on the operation and use of the assigned programs. Represents the organization and programs at external events.
- Ensures effective communication with staff and caregivers and encourages their feedback and participation in the continuous quality improvement of the agency.
- Promotes public awareness of and support for the program by performing duties such as producing promotional materials and attending community events.
- Conducts special studies, makes presentations; maintains a current awareness of developments in assigned field and within the agency.

## QUALIFICATIONS/EXPERIENCE

- Bachelor degree in a human/social service field or the equivalent in education and experience
- At least 5 years' previous direct program delivery experience in the social service sector
- At least 2 years' previous supervisory/program management experience is required, preferably within the social services sector. Supervisory and project management experience; Knowledge of logical frameworks or other project design concepts; previous project design experience strongly preferred;
- Excellent oral, written, facilitation and interpersonal communication skills
- Demonstrated teamwork, leadership, supervisory skills and a strong commitment to principles of collaboration
- Ability to work effectively with program staff, funders, and other agencies and organizations
- Exceptional time management skills
- Ability to be flexible in the phase of changing priorities and maintain a sense of humor

**SALARY** \$26.57 - \$28.77—competitive benefits available

**DEPARTMENT LOCATION:** NVCSS Fort St. James OFFICE, Fort St. James BC

**HOURS OF WORK** Flexible schedule Monday – Friday, 21 hours per week

**CLOSING DATE** September 22, 2017

**START DATE** As soon as possible

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

Please send a cover letter of interest and current resume outlining your skills and qualifications for the position and include the job posting number:

**Via email:** [tarnold@nvcss.ca](mailto:tarnold@nvcss.ca)

**Fax** 250-567-3939

**Mail:**

Tyrell Arnold, Executive Director  
Nechako Valley Community Services Society  
Box 1249, Vanderhoof, BC VOJ 3A0

Nechako Valley Community Services Society  
is an equal opportunity employer committed to hiring a diverse workforce

**We thank all our applicants, however, only those invited to an interview will be contacted.**