

Communitas - Staff Position Description

SUPERVISORY

TITLE: Program Director

LOCATION: Fraser Valley

REPORTS TO: Chief Program Officer

POSITION SUMMARY

As a member of the Leadership Team, the Program Director (PD) works within a team to provide direction to ensure a quality service in all programs. The PD provides direction to staff according to the Communitas Vision, Mission and Values as well as the HR and Program Policy manuals. This position takes direction from the Chief Program Officer (CPO).

RESPONSIBILITIES

1. Program Direction
 - Provides support/advice to program managers, including regular meetings
 - Provides ongoing program budget review
 - Ensures regulatory processes are followed (e.g. Licensing Regulation's, Mental Health and Substance Use (MHSU), Council on Accreditation (COA))
 - In conjunction with CPO develops program policies and procedures
 - Identifies/oversees risk management, and helps to assess new referrals to a particular program
 - Ensures follow up on incident reports
 - Ensures Health and Safety Protocols are in place
 - Assists in crisis response, management and follow up
2. Program Planning/Review
 - Responsible for new program proposals and development
 - Ensures that planning and reporting for each person served is completed
 - Ensures that annual program planning is completed
3. Staffing
 - Works with HR Department in HR management, including hiring, disciplinary processes and terminating managers & staff
 - Performs work performance reviews of program managers; Reviews staff work performance reviews
 - Helps mediate conflict within the program
 - With the CPO and Chief Human Resources Officer (CHRO) identifies/develops/provides training for managers and staff (e.g. Mandt)
 - Attends staff meetings as needed
4. Liaise with funders, other community agencies and families as needed
5. Represents Communitas on external committees
6. Maintains excellent communication with CPO; models effective communication within Communitas
7. Participates in regular meetings within the organization
8. Actively supports, promotes and enhances the culture of Communitas
9. Involved in contract discussion and revisions as needed
10. Supports an organizational and team approach to quality improvements and initiatives.
11. Working with the larger leadership team, conducts annual quality surveys, analysis and outcome reports (e.g. incident reports, satisfaction reports, case record reviews, etc.)
12. Other duties as assigned

REQUIREMENTS

- Degree in Social Services or related field with an emphasis in Leadership or Social Work (Masters preferred)
- 2 plus years of management experience preferably in the social services sector
- A philosophy of service that is in line with Communitas' Vision, Mission and Values
- High energy and highly motivated; able to take initiative with creativity
- Strong interpersonal and leadership skills; strong organizational skills
- Advanced levels of written and verbal communication skills, required for report writing, etc.
- Proven conflict management skills, using an Honest, Direct and Respectful approach
- Ability to relate well to the public/constituency and represent Communitas in a positive and professional manner
- Demonstrated Emotional Intelligence
- Ability to work as a member of a team as well as being able to work independently
- Hours may involve long workdays and/or evening/weekend work