

Employment Opportunity - Posting

The Salvation Army – Fort St John B.C.



Giving
Hope
Today

Job Title:	Program Director	Competition #:	2024-11
Ministry Unit/Dept:	Fort St. John Northern Centre of Hope	Status:	Full time
Salary Range:	\$31.05-\$38.82	Date Posted:	August 27, 2024
Address:	9824 99 Avenue, Fort St. John	Posting Expires:	September 10, 2024
Applications Accepted By:			
E-mail: FortStJohn.HR@salvationarmy.ca Attention: <p style="text-align: center;">Please no phone calls.</p>		Mail:	
MISSION AND VALUES:			
<p>The Salvation Army is an international Christian church. Its message is based on the Bible; its ministry is motivated by love for God and the needs of humanity.</p> <p>Mission Statement The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.</p> <p>Core Values The Salvation Army Canada and Bermuda has four core values:</p> <p>Hope: We give hope through the power of the gospel of Jesus Christ. Service: We reach out to support others without discrimination. Dignity: We respect and value each other, recognizing everyone’s worth. Stewardship: We responsibly manage the resources entrusted to us.</p>			
JOB DESCRIPTION:			
POSITION PURPOSE SUMMARY:			
<p>The Program Director B provides Christian leadership by directing residential service delivery for all resident programs (i.e. addictions, shelter, transitional, supportive housing and mental health) in accordance with government contractual agreements and Salvation Army standards. The incumbent ensures all aspects of the programs are maintained, reviewed, and evaluated regularly, to continually provide a high level of care. The Program Director utilizes a creative, team approach to programming, while ensuring all legal, financial, safety and philosophical mandates are met.</p>			
BASIC FUNCTIONS/RESPONSIBILITIES:			
Job Duties			
<ul style="list-style-type: none"> • Directs all aspects of the programs’ operations in accordance with the mission and values of The Salvation Army 			

- Plans, develops, maintains and monitors all aspects of the programs' service delivery and administrative systems; implements new programs to meet changing needs
- Plans, develops and revises policies, protocols and day-to-day operating procedures for all areas of programs' operation in compliance with government and Salvation Army standards including accreditation requirements
- Works with the supervisors to guide the case management program by ensuring all clients receive an appropriate needs assessment and case plan, which includes goals, exit planning and follow-up.
- Provide crisis intervention, referrals, advocacy, and front-line program supports as required.
- Attend and facilitate staff meetings, case management meetings, community case conferences and other meetings as requested by the Executive Director.
- Maintains and promotes effective working relationships and communications with government agencies, and community partners
- Hires, orientates, trains, evaluates, rewards, disciplines and terminates in consultation with Executive Director or HR designate; ensures staff safety in compliance with health and safety standards, and prepares, analyzes, submits and acts on incident reports; deals with complaints/grievances and may participate in union negotiations
- May plan the budget with the Executive Director for the program and ensures compliance with the approved budget; may authorize program expenditures up to a pre-determined amount
- Provides input to ensure (a) the maintenance and care of program facilities, including equipment, furnishings, and assessing capital needs (b) compliance with all municipal licensing standards including fire, water, health and safety, etc.
- Oversees the staff and processes involved in documenting significant interactions with clients and or other agencies ensuring all information is tracked in the case management system in a timely and concise manner.
- Ensure that all information about participants, staff, visitors, and volunteers are strictly confidential; and that activity records and statistics are confidentially secured.
- Prepares qualitative and quantitative operational reports as requested; develops quality assurance standards and measurements
- Identifies and pursues opportunities to enhance program delivery by seeking community partnerships and or new funding sources.
- May need to supervise practicum students to support them in the fulfillment of their practicum requirements.
- Performs other duties as assigned

Organizational & Leadership Responsibilities

- Creativity/Innovation: Develop new and unique ways to improve service and to create new opportunities.
- Focus on Client Needs: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters
- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.

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- Lead: Positively influence others to achieve results that are in the best interest of the organization.
- Make Decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- Plan: Determine strategies to move set goals, create and implement actions plans, and evaluate the process and results.
- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- Think Strategically: Assesses options and actions based on trends and conditions in the environment, and the vision and values of the organization.
- Adaptability: Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- Behave Ethically: Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.
- Ability to work with difficult or emotionally needy people in a patient and compassionate manner
- Support for and an understanding of the mission and purpose of The Salvation Army.

Administrative Responsibilities

- May prepare financial and other requested reports to the National and Regional offices
- Processes timesheets for direct reports
- Creates and maintains list of reports required by Executive Director

Critical Relationship Management

- Communicate with guests/clients, tenants of shelter, transitional and supportive housing
- Communicate with staff and volunteers in the buildings
- The incumbent will communicate with community members and community groups/organizations and other external agencies.
- Liaises with Police, funders, court personnel, community agencies, families.

Managerial/Technical Leadership Responsibility

- Reports directly to: Executive Director
- Direct reports for this position: 2 Full Time Supervisors and food service coordinator
- Is responsible for the direct and indirect supervision of staff and of non-supervisory staff through one or more subordinates.
- He/She provides direction concerning current tasks or consults in assignments.
- Has input into human resource decisions, decides on hiring, termination or disciplinary decisions.
- Indirectly supervises up to 50 employees and/or volunteers (depending on the size of the facility).

Financial and Materials Management

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- The incumbent is involved in financial matters regularly and has responsibility for the wise use of his/her own resources
- He/She may be authorized to collect cash and process other payment methods
- Has input to and/or participates in preparing budgets with respect to the departmental budgets
- Be aware of and communicate the budget requirements to the team as appropriate.
- Ensures all programs have the resources required.

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

**NOTE: For some jobs, you may be required to provide validated educational documentation.*

Education/Certifications:

- Undergraduate University Degree (e.g. B.A., B.Sc. B.Sc.N)
- Certification in Social Services Field

Experience:

- Minimum three years of prior related experience, including experience in a residential setting, supervision, unionized environment, budgeting, building maintenance, working with marginalized clientele, and a social services background.
- Addictions counselling experience will be considered an asset

Required Skills/Knowledge:

- Attention to detail, problem solving and analytical skills
- Attention to computer work
- Attentive listening, empathy to staff, clients and volunteers
- Strong sense of integrity and confidentiality with professional ethics and a balanced sense of fairness and flexibility.
- Willingness to work with people from diverse cultural backgrounds
- Adaptability to change and frequent interruptions
- Team oriented and able to take initiative

HOURS: Monday – Friday 8:30am-5:00pm, 40 h per week

Successful candidates, prior to hiring, may be required to provide:

- Background check consent.
- A clear vulnerable sector screening.
- A clean drivers abstract.
- Completion of our online Praesidium Abuse Training and required Health and Safety training.

The Salvation Army will accommodate candidates as required under applicable human rights legislation. If you require a disability-related accommodation during this process, please inform us of your requirements.

We thank all applicants, however, only those candidates to be interviewed will be contacted.

Internal Applicants, please advise your managing supervisor of your intentions prior to submitting your application.

