

## Program Manager, ABI

John Howard Society (JHS) Pacific is a dynamic non-profit organization that provides innovative programming in the social services sector. We strive to create safe, healthy, and inclusive communities for all.

### ROLE PURPOSE

The Program Manager (ABI) position will oversee the operation of a residential program for individuals who are living with an acquired brain injury and require support to live more independently in community. This position will apply leadership and innovation to make a difference by meeting the needs of our clients, staff, funders, and regulators. The manager inspires excellence and purpose into the program by planning, organizing, staffing, and monitoring activities that ensure key targets are achieved.

### HOURS

Monday to Friday, 0900-1700, 40 hours per week Full-Time

*This position requires the ability to work flexible hours during the daytime, evenings, and weekends based on operational needs and program requirements.*

### LOCATIONS

Coquitlam, BC

### KEY ACCOUNTABILITIES

#### *Administration*

- Implements and promulgates all policies and procedures, including developing appropriate manuals, brochures and handbooks
- Hires, supervises, evaluates, transfers and terminates staff and/or contractors as necessary to fulfill the program goal in accord with personnel policies and collective agreements, as applicable
- Arranges shift schedules, ensuring appropriate staff coverage
- Implements a system of staff and volunteer orientation, supervision, in service training and evaluation
- Ensures all appropriate daily, monthly, and annual documentation of resource staff and contractor's files and records are maintained
- Accepts responsibility for the daily and monthly financial and administrative aspects of the programs

#### *Programs*

- Makes sure effective, inclusive support programs are designed and maintained
- Supports the overall program strategic direction
- Liaises with other JHS Pacific staff, especially regarding potential referrals
- Facilitates person-centered planning opportunities for staff and service users

### OUR VALUES

- Inclusive ·
- Accountable ·
- Person-Centered ·
- Collaborative ·
- Determined ·

- Develops related program opportunities, available to the individuals in the community
- Ensures that funder's guidelines, based on all agreed goals and including all steps or success measurement and timelines, are completed

#### *Community*

- Maintains effective working relationships with related community services, government/stakeholders and agencies
- Is knowledgeable of related agencies for effective client referrals and support, especially those in their respective communities

#### *Facilities*

- Ensures that the physical facilities fulfill all fire, health and safety regulations
- Ensures that the resource(s) is maintained as a clean, pleasant and safe environment

#### *On Call*

- Is available to all resource staff, in case of emergencies; this may include carrying a pager or cell phone 24 hours a day and ensures on call coverage is arranged in their absence

#### *Other Duties*

- Coordination and Administration of other teams and programs
- All Human Resource Functions – recruitment, training, development

### **QUALIFICATIONS**

We are seeking a highly motivated individual with a proven ability to work within a fast-paced, growth-focused environment. The ideal candidate has:

- Graduated with a Degree and/or professional designation in Behavioural Science with an emphasis on Social Work, Counselling or Psychiatric Nursing; equivalencies may be considered
- A minimum of 5 years of applicable or relevant transferable past work experience
- Experience with clients with acquired brain injuries, substance use, a history of conflict with the law, developmental disabilities and/or spectrum disorders, interaction with social agencies and/or experiencing psychiatric/personality disorders
- Extensive experience in management of the day-to-day aspects of community-based programs, including case planning, behaviour modification techniques, psychosocial rehabilitative techniques
- Experience managing and/or operating an assisted living program is an asset
- Demonstrated an ability to develop programs tailored to the particular diverse needs of the individual
- Excellent verbal and written communication skill in English
- Knowledge and experience in the areas of group process, individual counseling and crisis management
- Extensive knowledge and experience in hiring, training and supervising staff

- Ability to motivate and organize a staff team
- Administrative experience and strong administrative skills

Preference for candidates with knowledge of non-profit work environments, Public Health Authorities or Assisted Living Programs.

### **REQUIREMENTS**

- Ability to successfully complete a Criminal Records Check
- Ability to successfully complete a character reference check
- Ability to provide a record of work history
- Current Emergency First Aid Certificate
- Evidence of compliance with the province's immunization and tuberculosis control programs
- Class 5 driver's license
- Personal transportation that is in good repair, insured for business up to \$1,000,000 for liability, and which can be used to transport clients

### **COMPENSATION**

Annual salary will be negotiated based on experience and qualifications.

### **WHAT WE OFFER?**

- Committed Living Wage Employer
- Competitive benefits package, including health, wellness, and pension plan
- Career and personal development, with the ability to grow in a diverse range of programs
- Access to a range of staff mental health supports, including an inhouse counsellor, Employee Family Assistance Program, and Critical Incidents Stress Management

### **DIVERSITY, EQUITY AND INCLUSION**

At JHS Pacific, we value and accommodate unique differences to ensure that our staff have the opportunity and are supported to thrive. To build a strong and representative workforce, we encourage applications from all qualified applicants, including but not limited to members of communities that are disadvantaged on any grounds, including Indigenous Peoples, people of colour, people of all genders and sexualities, and people with disabilities.

### **HOW TO APPLY**

Please submit your application with a detailed cover letter and resume with the subject line "Program Manager, ABI" to [careers@jhspacific.ca](mailto:careers@jhspacific.ca)

The logo for JHS Pacific, consisting of the letters "JHS" in a white, sans-serif font inside a white square with a thin border, set against a teal background.