

# POSTING



## SENIOR MANAGER

Permanent Full-time (35 hours per week)

### Early Years Services

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The Senior Manager works in partnership with the Executive Director and Deputy Directors by providing support to members of the Leadership Team regarding the day to day operations of the agency and to ensure that the goals and objectives of Options Community Services (OCS) are met. The Senior Manager's primary responsibility is to his/her respective OCS Program(s).

The Senior Manager of Early Years Services oversees the day-to-day operations of the programs located in the Early Years Centre, specifically; Child Care Resource and Referral, Healthiest Babies Possible, and Family Resource Programs in addition to the First Steps Early Years Refugee Settlement Program, the Provincial Early Years Site, Avenues of Change and Bridgeview Child Care Centre. This position provides leadership to the Early Years Programs and works collaboratively with public and community partners representing OCS. This also includes development of programs and initiatives that respond to emerging needs and trends; leveraging resources and developing proposals for grants and program funding.

#### KEY DUTIES AND RESPONSIBILITIES

- Oversees the day-to-day facilities management of the Early Years Centre, including working with contractors and trades workers and suppliers regarding service and maintenance needs. Liaises and corresponds between co-locators, community user groups and programs within OCS regarding the use of facility space.
- Administer programs and services efficiently and effectively and ensures best practice in all areas.
- Ensures that accurate program and client records are maintained and that confidentiality is a priority. Ensures that all pertinent requirements and documentation is complete.
- Monitor and maintain program enrolment/utilization to the level specified in Contribution Agreements and other contracts.
- Ensures that the program(s) meet or exceed contract objectives, or in the case of fee for service programs, the objectives set out in the business plan.
- Provides leadership in writing proposals and developing new organizational initiatives.
- Provides reports for funders and committees as required.
- Provides leadership, training and supervision of staff/volunteers.

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**NOTE: Applicants not selected for an interview will not necessarily be notified.**

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- Conduct annual performance plans/evaluations on an ongoing basis for all managers and staff persons supervised directly.
- Coach and mentor staff as appropriate to improve performance.
- Oversees the development of new and emerging Early Years program(s).
- Supports managers in the development of annual program goals and objectives, and develops funding proposals in consultation with program staff, the Executive Director or designate and funders.
- Facilitates planning of EYC “program” events.
- Ensure the financial integrity and accountability of programs, supervises and monitors program expenditures within the existing budget allowance and guidelines and makes budget recommendations.
- Participates in OCS co-ordination and management functions.
- Ensures that program(s) and services are up to date, innovative, and responsive and meet the needs of the clients.
- Must possess and maintain a sound knowledge of the contracting process and standards contract terms and conditions.
- Ensures that Work Safe BC health and safety standards are maintained.
- Responsible for managerial duties that include:
  - **Staffing:** Determining program staffing levels, recruitment including interviewing, selection of candidates and making recommendations for hire.
  - **Confidential personnel matters:** Preparing confidential Board documents if necessary, on sensitive personnel matters, and recommending actions to be taken.
  - **Discipline and assistance with discharge:** Supervising employees, identifying and responding appropriately to employee misconduct, including implementing disciplinary procedures.

**In addition to the job duties and responsibilities outlined above for Early Years Services, the Senior Manager will:**

- Assist the E-Team in implementation of OCS Operational Plan and strategic initiatives.
- Provide leadership within the organization and in the broader community as a representative of OCS when needed.
- Promote and interpret program objectives in the community by establishing effective communication with funding sources, government agencies and other community agencies.
- Participate in service-related and/or community based committees as required or appropriate.

- Provide guidance and support for agency staff.
- Meet with staff individually or as a team, to discuss program issues and exchange information.
- Attend E-Team and Board meetings as required.
- Assists with the development of funding proposals in consultation with the program staff, Deputy Director(s), and/or the executive director and funders.
- Participates in OCS co-ordination and management functions, program development and accreditation preparation and maintenance.
- It is expected that the senior manager will maintain professional growth and keep up to date on trends related to the responsibilities of the position and their specific focus area activities.
- The senior manager shares responsibility for managerial duties that include staffing, confidential personnel matters, discipline and assistance with discharge as required.

## **QUALIFICATIONS**

### **Education, Training, and Experience**

- A bachelor's degree in Early Childhood Education or Child and Family Services or equivalent combination of education and experience in Early Learning field;
- Minimum of five years' experience and demonstrated success in a supervisory and program/project management role;
- Experience writing successful funding proposals;
- Experience in a community based non-profit society;
- Demonstrated cross cultural experience;
- Second language, an asset.

### **Job Skills and Abilities:**

- Demonstrated commitment to the mission, vision and values of OCS.
- Demonstrated understanding of the connection between Early Years Planning tables and program development.
- Proven integrity in developing relationships with others and able to work with people in a collegial and consensual fashion.
- Establishes positive working relationships with funding agencies.
- Possesses a sound knowledge of the contracting process and standard contract terms and conditions.
- Takes a leadership role in writing proposals and developing new organizational initiatives.
- Demonstrated competency in management skills, including fostering teamwork, leadership and supervisory skills.
- Demonstrated ability to deal effectively with difficult human resource situations.
- Well developed planning, organizational and administrative skills.
- Demonstrated competency for and understanding of a community development approach and community based service delivery.
- Ability to work effectively with program staff, volunteers, and non-profit or publicly funded groups, agencies and organizations.

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- Demonstrated initiative in developing innovative strategies to achieve organizational goals.
- Possesses a working knowledge of a variety of program areas related to families with young children.
- Demonstrates leadership amongst peers and provides mentorship/support to co-workers.
- Ability to manage program budgets and react to and plan for changing financial needs.
- Demonstrated proficiency in written, oral and interpersonal communication skills.
- Problem solving ability, adaptable, exercises good judgment and can work under pressure.
- Excellent time management skills and motivated to complete tasks/duties in a timely manner.
- Required to work in a dynamic environment which may call for adaptation to the emerging trends/demands. A high level of motivation and sensitivity is required to effectively deliver services to a variety of individuals and supervise staff.
- Represent the Society in a positive and professional manner when in contact with outside agencies, professionals or community.
- Must be sensitive to and respectful of cultural and lifestyle diversity.
- Must take an active role in the accreditation process.
- Ability to identify sensitive issues and maintain confidentiality.
- No relevant criminal history. Verified good character and sufficient reference history to verify this requirement.
- Crisis Line experience an asset.

\* An eligibility list will be maintained for up to 6 months

**CLOSING DATE:** June 30, 2016

**EXPECTED START DATE:** September 1, 2016

**PLEASE APPLY TO:** Tammy Dyer, Deputy Executive Director  
Options Community Services Society

Fax #: (604) 572-7413

Email: [tammy.dyer@options.bc.ca](mailto:tammy.dyer@options.bc.ca)

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