



Director

Early Years, Youth, Family Services and Family Wellness

Permanent Full-time

Position Summary:

Reporting to the Executive Director, the Director of Early Years, Youth, Family Services and Family Wellness is responsible for leading all aspects of early years, family services, family literacy, and youth services for Chilliwack Community Services. This includes human resource management, supervision and coaching/mentoring of staff; organizational planning and evaluation within the scope of the strategic plan; developing and implementing programs; reporting to funders; budgeting and financial management of those programs; and working with funders and community organizations. Directors are an integral part of Agency strategic and operational planning and may act for the Executive Director in their absence. The Director serves as a member of the Management Team.

The Director is responsible for managing the following aspects of Chilliwack Community Services operation:

- Early Years programs including:
 - Better Beginnings
 - Child Care Resource and Referral
 - Sardis Family Place
 - Central Gateway
- Family Services including:
 - Family Support
 - Families First
 - Family Therapy
 - Nurturing Fathers
 - Sexual Abuse Intervention program (SAIP)
 - Specialized Victim Assistance
- Family Literacy
- Youth Services including:
 - Community Recreation
 - Recreation, Education and Life Skills Program
 - Reconnect
 - Youth and Family Counselling
 - Young Parent Program
 - Youth Support
- Other projects or programs that fall within the scope of the above areas and that may change from time to time

Qualifications:

Education, training & experience

- Undergraduate degree in human services, management, business or related field.
- Minimum of five years of management experience in a social service setting.
- Extensive experience in program administration in a social services setting
- Extensive experience in managing staff, coaching and mentoring
- Experience in financial management including budget development and monitoring
- Excellent communication and interpersonal skills.

- Excellent knowledge of Microsoft Office programs as well as Web based applications.
- Experience working with client tracking software.
- Broad knowledge of issues, trends and legislative requirements related to program responsibilities.
- Ability to develop positive relationship with senior government officials and community leaders.
- Demonstrated strong leadership skills and ability to work independently.
- A team player able to “take charge”

Personal characteristics:

- Behave Ethically: Understand ethical behaviour and business practices and ensure own behaviour and the behaviour of others are consistent with these standards and align with the values of the organization.
- Build Relationships: Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.
- Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- 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.
- Organization: Set priorities, develop a work schedule, monitor progress towards goals, and track details/data/information/activities.
- Plan: Determine strategies to move the organization forward, 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.

Duties & Responsibilities:

1. Serves as a member of the Management Team and participates in activities to ensure the overall health and effectiveness of the agency. This includes attending and participating in weekly Management meetings, strategic planning, budget development and CARF accreditation.
2. Ensures effective program delivery and consistency with the Agency mandate and policies, legal, budgetary and other requirements. This includes the planning of programs and activities, assembling of resources, establishment of systems, organization of staffing and workload, negotiating and implementing of contracts, reporting to funders and evaluation of programs.
3. Participates in developing and implementing long-range strategic plans and is responsible for the delivery of strategic plan goals and objectives related to the early years, youth, family services and family wellness portfolio.
4. Manages and supervises a team of coordinators and front line staff with a collaborative and supportive style. With the support of human resources staff, participates in recruitment and orientation of staff. Manages and supervises the day to day human resource functions including workload allocation, performance evaluation, professional development, support for staff and discipline. Undertakes staff management within the scope of the Collective Agreement including grievances, arbitration and termination.
5. Seeks out new funding and program opportunities through grant writing; negotiates contracts, develops budgets, implements and evaluates.
6. Contributes to policy development of the agency.
7. Develops budgets and monitors approved budgets. Manages variances to ensure budgets are met.

8. Develops and monitors Agency and program objectives.
9. Establishes and maintains effective relationships with all stakeholders.
10. Ensures that all CARF standards are met with respect to accredited programs. This includes annual evaluations and plans in compliance with accreditation standards, preparing documentation and participating in CARF reviews.
11. Represents the Agency on relevant committees and community groups and advocates for issues relevant to Chilliwack Community Services mission – plays a leadership and development role in the community.

**Please mention the name of the job position you are applying for in your cover letter.
NO phone calls. Only short listed applicants will be contacted.**

Please submit your cover letter and resume to:

Matthew Lutz, Human Resources Coordinator
Chilliwack Community Services
45938 Wellington Avenue, Chilliwack, BC V2P 2C7
Fax: 604.792.6575 Email: careers@comserv.bc.ca

Closing Date: 12:00 Noon, September 26, 2017