



Program Manager 2 – Family Development

Position Title: Family Development Program Manager
Reports to: Senior Program Director
Classification: 1.0 FTE Manager
Location: Surrey
Range: Compensation dependent upon experience

The Fraser Region Aboriginal Friendship Centre Association is a non-profit organization that provides a diverse range of culturally safe and supportive services to Indigenous People residing in the Fraser Region. As a Friendship Center, we work to strengthen connections to culture, community and wellness and work from a decolonizing perspective. Our philosophy is to provide a culturally safe, collaborative wrap around model of care.

We are seeking a highly-engaged individual with an operational background in family development program management for this exciting opportunity. The dynamic individual will have experience in managing a multi-disciplinary team and supporting programs aimed at strengthening families.

JOB SUMMARY

The Program Manager is responsible for overseeing the development and delivery of the Friendship Centre's family support services, in accordance with legislation, regulations, contractual commitments, Society policies and commonly accepted practice standards. Responsibilities include overseeing the day-to-day operations and staff assignments to ensure that the mandate and goals of the program and FRAFCA are met. The Program Manager is actively involved in the planning, development and implementation of effective, efficient and culturally-responsive services. As a member of the leadership team, this role shares responsibility for the development of policies and plans affecting the services, human resources and financial resources of the Society as a whole. The individual is responsible for upholding FRAFCA's mission, vision, and values, and is highly collaborative and supporting staff to work to this end.

KEY DUTIES AND RESPONSIBILITIES

Program Management:

- Oversees the day-to-day operations of a continuum of family support programs. Develops, implements, monitors and evaluates all aspects of the program in order to ensure that client/staff/volunteer needs are met and that contractual obligations to Ministry of Children & Family Development (MCFD) and other funders are fulfilled.
- Liaises with our MCFD funder, ensuring linkages and referral pathways are clearly developed and strong team relationships are maintained.
- Monitors program quality through annual client satisfaction surveys and group evaluation processes.
- Completes all statistical and annual reports.



- Monitors and authorizes program expenditures and maintains financial records in accordance with established procedures. Prepares the program budget for submission and presentation to senior management and/or the Board of Directors.
- Determines program, resource/budgetary, operational and organizational requirements for all new and existing programs within responsibility area. In consultation with their immediate supervisor and the Director of Finance, develops the annual program budget, implements and monitors expenditures and budget on an ongoing basis.
- Manages fiscal, staff and material resources of the program and makes annual budget recommendations.
- Develops comprehensive plans and strategies to achieve identified objectives.
- Ensures that program facilities are maintained in a manner that meets or exceeds all health and safety standards. Ensure that all WorkSafe BC Health & Safety standards are met and maintained.
- Ensures cases are managed within the generally accepted Case Management principals and in compliance with privacy regulations, MCFD working procedures, and accreditation standards.

Supervision

- Recruits and selects program staff, volunteers, and practicum students, including orientation to the agency and program.
- Schedules, trains and manages a multidisciplinary team, coaching staff on day-to-day basis, ensuring staff activities are culturally safe and aligned with the obligations of the contract, FRAFCA's Vision, Mission & Values.
- Manages front-line staff, including hiring, performance review, discipline, grievance resolution and discharge.
- Supports annual human resources policy review.

Community/Partner Engagement

- Plans and implements program outreach activities and special events in accordance with Mission, Vision and Values of the Centre, and program goals.
- Promotes public awareness and support for the program's including promotional materials, hosting engagement sessions, and being an active member of community committees that are relevant to the programs managed.
- Liaises with service providers and professionals from other agencies to coordinate service provision, facilitate referrals to the program and represent the organization or program in external events

General Leadership Duties:

- Annually reviews fiscal, staff and material resources of the program and makes annual budget and program improvement recommendations. Develops comprehensive plans and strategies to achieve identified objectives or to address areas needing improvement.
- Develops funding proposals in consultation with program staff, senior management and funder.
- Responds to complaints by clients according to the Centre's client complaint procedures.



- Contributes to the Leadership Team and participates in developing long range and strategic plans, assessing and resolving operational issues and policies.
- Performs other related duties as required.

QUALIFICATIONS

Education and Experience:

- Bachelor's degree in social work, human services, psychology, or one of the other behavioral sciences.
- A minimum of 2 year of experience in a supervisory role and in managing multiple programs in the community nonprofit sector.
- Physically, mentally and emotionally capable of performing the duties.
- Maintain a clean criminal record check and vulnerable sector search.
- Must adhere to the organization's health and wellness plan.

Key Knowledge Areas:

- Knowledge of the diversity of Indigenous cultures, identities, and lived history.
- Ability to maintain strong and positive stakeholder relations and excellent interpersonal abilities.
- Experience in mentoring, supporting and leading multi-disciplinary, front-line staff.
- A thorough knowledge of mental health and addiction issues, family dynamics, domestic violence, mandated reporting, trauma, suicide risk assessment and intervention and the community model of service delivery.
- Knowledge of Indigenous communities, organizations and service providers within the Fraser Valley.
- Knowledge of intergenerational impacts of residential school and colonization on the individual and family.
- Competent use of Microsoft Office programs (ie. Word, Excel, Powerpoint).

CLOSING DATE: Open until suitable candidate is found.

APPLICATION PROCEDURE: Please send resume and letter of interest to with Program Manager, Family Support in the Subject line to:

Email: hiring@fracca.org
Attention: Annette Christopher

Only shortlisted individuals will be contacted. Thank you!

*******Pursuant to S. 41 of the BC Human Rights code, preference may be given to Indigenous Applicants.**