



Sooke Family Resource Society Job Posting 04-24 – Manager, Counselling and Outreach Services

We are currently seeking a **Counselling and Outreach Services Program Manager** to join our team. All employees of Sooke Family Resource Society are dedicated to serving the community and committed to supporting the society's mission statement.

Mission statement: We provide people of all ages and abilities on southern Vancouver Island, with services and resources that encourage them to enhance skills, address challenges and create a path forward.

Job Title: Manager, Counselling and Outreach Services
Date Posted: March 8, 2024
Closing Date: Open until filled.
Reports To: Executive Director
Wage/Salary: \$41.78 – 51.14 (CSSEA Paraprofessional Wage Grid 16)
Location: 6672 Wadams Way, Sooke BC
Shift Schedule: Standard working hours, Monday-Friday.
Hours: 30 hours per week

To apply, please submit a resume and cover letter by email to careers@sfrs.ca

Job Summary:

The Manager of Counselling and Outreach Services is responsible for the management of Counselling and Outreach Services staff and the planning, developing, and implementing of appropriate programs and services. This may include other services as mandated by contracts with federal or provincial government ministries.

Key Duties and Responsibilities:

- 1) Plans and directs the provision of services for new and existing programs and projects. Ensures effective and efficient service delivery consistent with agency mandate and policy, legal, contractual, budgetary, and other requirements. May develop or make recommendations for new program areas. Current assigned management responsibility areas include:
 - (a) Youth Outreach and Navigator Program
 - (b) Family Development Program
 - (c) Caring for Community Counselling Program
 - (d) Urgent Short-Term Assessment and Treatment Program
 - (e) Supervised Access Program
 - (f) Pacheedaht Counselling Program
- 2) Establishing goals, objectives, policies, and procedures for all assigned programs.

- 3) Develops and establishes standards and accountability systems for assigned responsibility area in alignment with legal and contractual obligations, and CARF accreditation standards.
- 4) Develops and recommends long range plans and objectives for responsibility area; provides advice and recommendations to the Executive Director on significant cross-agency and cross-sector service issues.
- 5) Determines resource requirements for all new and existing programs within responsibility area.
- 6) Prepares and manages program budgets, monitors, and authorizes programs expenditures, and maintains financial records in accordance with established procedures.
- 7) Maintains records and statistics and produces reporting, as required.
- 8) Develops and prepares proposals; investigates funding sources for new initiatives. Provides continual liaison with funding sources.
- 9) Writes grants for available funding opportunities.
- 10) Works in collaboration with the HR Coordinator in processes relating to recruitment, hiring, orientation, scheduling, performance appraisal, discipline, grievance resolution, and discharge, Provides and arranges training for staff and volunteers.
- 11) Provides supervision and/or case management for programs, as required.
- 12) Monitors the delivery of programs for structure, consistency, quality, effectiveness, efficiency, innovation, responsiveness, and suitability of services for the community.
- 13) Maintains effective relationships with government officials, sector colleagues, community groups, clientele, etc. Participates in various relevant committees and community-based working groups.
- 14) Communicates and promotes the agency's services, funding needs, value to the community, etc. May represent the agency at community and fund-raising events, or other official functions.
- 15) Maintains a current awareness of developments in assigned fields. Plans, conducts and/or participates in the delivery of workshops, courses, networking, and educational events for service responsibility areas.
- 16) Participates as a member of the SFRS Management Team in developing agency and program long-range and strategic plans, assessing, and resolving operational issues and policies.
- 17) Partakes in ongoing professional development.
- 18) Participates in the SFRS Annual General Meeting and plans and facilitates staff meetings.
- 19) Clinical Supervision, as required.
- 20) Assumes additional duties as assigned by the Executive Director.

Qualifications:

- Master's Degree in Clinical Social Work, Psychology, Counselling, or in an associated discipline is preferred.
- Experience in program management, human resources management, communications, and program development is preferred.
- Ability in the following leadership practices: Conflict Resolution, Motivational Interviewing, Trauma Informed Practice, and Family/Client Centered Services.
- A demonstrated working knowledge of community-based programs and services, and applicable legislation and policy.