

## **Job Posting**

**November 5th, 2021**

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### **POSITION TITLE: Campbell River Program Manager**

#### **POSITION SUMMARY**

The Campbell River (CR) Program Manager works in partnership with the CR Operations Manager to oversee and administer VIMHS services in Campbell River. The CR Program Manager is responsible for the overall program operations, focusing on client service delivery and staff development, to provide quality care. The CR Program Manager is aware of community and organizational developments and ensures programs align with evidence based best practice.

#### **REPORTING RELATIONSHIPS**

The Manager works in collaboration with the CR Operations Manager and reports to the Executive Director. Campbell River staff, and volunteers and students report to the CR Program Manager and the CR Operations Manager. This is an excluded position.

#### **DUTIES AND RESPONSIBILITIES**

The Program Manager creates a positive work environment among employees and facilitates a psychologically healthy and safe workplace. The Program Manager effectively leads the CR VIMHS teams to ensure the highest quality of program delivery and client support.

As a member of the VIMHS Management team, the CR Program Manager performs relevant administrative duties for the Campbell River programs, including the implementation of policies and procedures; and the creation of strong links between front line service and program planning consistent with the overall values and strategic directions of VIMHS. The Manager will be responsible for the following areas:

#### **PROGRAM MANAGEMENT**

- Monitors and evaluates VIMHS CR programs to facilitate attainment of program goals;
- Takes the lead on client support and provides direction to staff.
- Primary point of contact for client and program related issues.
- Guides support staff to assist clients to reach goals and collaborates with community partners, mental health out-reach, and other support programs;
- Ensures maximum occupancy at all times, markets program to community agencies, including availability, program eligibility, and application process;
- Completes all intakes and referral inquiries to the facility;
- Reviews incident reports and other operationally required reports.

#### **HUMAN RESOURCES**

- Provides orientation and ongoing training to staff to ensure a high level of client care and adherence to VIMHS policy and procedures.
- Participates in employee evaluations with HR support;
- Provides training, coaching, and mentoring to staff onsite;
- Supports scheduling to ensure program is fully operational and provides effective and efficient supervision;
- Ensures adherence to standards of accountability for staff positions;
- Supports, facilitates and enhances team and competency building amongst staff.
- Ensures program and organizational health and psychological safety of employees.

### **COMMUNITY RELATIONS**

- Fosters and maintains excellent relationships with health and social service professionals; participates in standing meetings, internal/external committees and community events to support clients;
- Deals with issues pertaining to neighborhood concerns around the operations of VIMHS facilities;
- Maintains a positive relationship with the RCMP, community policing, local neighborhood associations, and other relevant community stakeholders;
- Represents Vancouver Island Mental Health Society in a professional manner consistent with the VIMHS's values and principles.

### **ADMINISTRATIVE**

- Completes statistical reporting for contractual requirements.
- Membership in applicable committees or organizations to promote or enhance Vancouver Island Mental Health Society services, providing monthly reporting to the Executive Director
- Supports, develops and ensures adherence to Vancouver Island Mental Health Society policies and procedures.
- Meets the terms of the B.C. Housing, Island Health, and other funders in operating and service agreements;
- Adheres to both operational and programming budgets;

### **QUALIFICATIONS and SKILLS**

- Minimum Bachelor Degree, MA preferred, in Social Sciences or Human Services
- Three (3) or more years in a management or leadership position;
- Direct experience working within a residential/ housing setting and/or health service;
- Valid BC Driver's License;
- Valid First Aid with CPR C and Rescue Breathing;
- Excellent written and verbal communication skills;

- Proficiency in Microsoft Office Suite;
- Knowledge of the Health and Social Services systems in Campbell River and established relationships with local service providers.
- Demonstrated experience addressing human resources issues, including the direct oversight and supervision of a team;
- Knowledge of the unionized workplace and familiarity with the language of collective agreement;
- Demonstrated experience working with people with serious mental illness and/ or addictions and complex health, housing and social issues;
- Demonstrated negotiation and communication skills;
- Demonstrated flexibility, accountability, and responsibility.

**TO APPLY**

Please send your resume and cover letter to:  
[Executive.director@vimhs.org](mailto:Executive.director@vimhs.org)