



JOB POSTING

Program Manager – Victoria

Location: Victoria, BC

Schedule of Work: 37.5 hours per week

Supervisor: Executive Director

Salary: Commensurate with education and experience

Posting Closing Date: June 24, 2020

ABOUT AVI

AVI Health and Community Services (AVI) is a community-based organization with offices in the communities of Greater Victoria, Westshore, Nanaimo, the Comox Valley, and Campbell River. AVI's mission is to promote health, dignity, and well-being for all people affected by HIV, HCV, and substance use by delivering sex-positive and harm reduction based education, prevention, and support services.

AVI's delivers a broad array of harm reduction services including the operation of substance use health clinics in Nanaimo and the Westshore. AVI has an operating budget in excess of 4 million with funding from Island Health, the Public Health Agency of Canada, and more than 20 other funders. We have approximately 85 full and part-time unionized staff working across Vancouver Island.

WORKING AT AVI

AVI offers a casual, supportive work environment with the following benefits:

- Vacation and sick leave – 4 weeks annual vacation to start with yearly increments and paid sick leave
- Health and Welfare benefits including extended health, long term disability, dental coverage, life insurance and an employee assistance program
- Pension benefits through the Municipal Pension Plan
- Professional development opportunities
- A flexible working schedule

JOB SUMMARY

The Program Manager will be responsible to provide leadership to a highly skilled and knowledgeable team delivering front-line client service programs in Victoria. This position will suit a person with experience in the not-for-profit sector who is looking for an enhanced scope of responsibilities in a dynamic and community focused organization. To be successful in this position you will need a sense of humour, a relational leadership approach and a strong background in direct client service. The Program Manager contributes to the development of organizational strategies, policies and practices including the promotion of values based leadership that aligns with mission and strategic direction of AVI.



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DUTIES AND RESPONSIBILITIES

1. Program management

- Coordinating and managing all aspects of assigned programs including planning, organizing, staffing, leading, guiding and monitoring program activities.
- Ensuring program activities operate within the policies and procedures of the organization, funding contracts and collective agreement.
- Coordinating delivery of services to increase effectiveness and ensure relevance for service users; and ensure alignment with funding contracts regarding program activities.
- Contributing to the maintenance and ongoing development of leadership approaches that model humility, emotional intelligence, respect and acceptance, engagement and collaboration, equity-based practices and value relationships.
- Identifying and evaluating the risks associated with program activities and take appropriate action to respond to and mitigate risks. Respond to issues raised by the Occupational Health and Safety committee and implement recommendations.
- Coordinating and implementing consistent and meaningful evaluation of programs as needed including engagement with service users
- Monitoring and maintaining appropriate expenditures, maintain accountability and ensure programs are operating within the scope of the budget.
- Communicating with clients and other stakeholders about program or organizational changes and coordinating and facilitating feedback regarding program's or service's meaningfulness and relevancy to service users.
- Ensuring that accurate and complete statistical records for all programs and services on the agency database are maintained, and that Executive Director is provided with comprehensive details on programs offered
- Providing front-line service to clients and shift coverage when required

2. Support and Supervision

- Providing positive leadership to staff; encouraging a collaborative and relational approach with attention to providing services based on evidence-informed practices.
- Engage with staff in a collaborative manner in the achievement of their immediate work response and long range professional goals.
- Ensuring consistency of quality, accountability and high standards in programs and services-including implementation of practices and approaches determined to be consistent with harm reduction principles, cultural humility/safety and trauma and violence informed practices.
- Ensuring all client files and documentation are maintained in an appropriate and accountable manner.
- Assessing situations to determine importance, urgency and risks and making recommendations and/or resolve the problem within a collaborative framework.

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3. Other duties

- Preparing and collaborating on producing funding applications, project grants and reporting.
- Identifying learning needs for program staff; coordinating, developing and implementing training as needed.
- Acting as the Executive Director during times of Executive Director's vacation or other absences
- Performing other related duties as assigned by the Executive Director

QUALIFICATIONS

The Program Manager must have the following qualifications:

- Degree in Social Work or related discipline (Masters level an asset)
- With a BSW, registration with BC College of Social Workers or willingness to obtain
- Experience in delivering direct programs and front-line services to clients and/ or counselling
- 5-7 years of experience in a management or supervisory role preferably within a non-profit or community based setting
- Relevant or applicable training in the provision of culturally safe care and a demonstrated commitment to anti-colonial practice

SKILLS AND ABILITIES

- Demonstrated leadership, coaching and team development skills including the ability to collaborate, listen to, and engage with a range of team members within diverse programs and communities
- In-depth understanding of current psychosocial issues affecting people living with HIV, hepatitis C, substance use and mental health issues and a working knowledge, both theoretical and practical, of anti-oppressive practice with diverse groups
- Demonstrated commitment to the policy and practice of harm reduction, cultural safety and trauma and violence informed practices in the provision of client care
- Positive approach, flexible, resourceful, and enjoys working in a dynamic, informal, and friendly environment.
- Demonstrated experience in managing human resources in a union environment
- Demonstrated ability to collaborate with a variety of internal and external stakeholders including Indigenous led organizations and services and statutory services such as health authorities etc.
- Demonstrated understanding of the continuing and on-going impact of colonization, and anti-colonial practices and principles
- Experience working with people impacted by poverty, substance use, criminalization, structural violence, HIV and hepatitis C
- Excellent communications skills, both written and oral



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SKILLS AND ABILITIES (Continued...)

- Excellent organizational, prioritization and time management skills
- Strong problem solving and group work leadership skills
- Sound computer skills
- Experience with data collection and reporting techniques including briefing notes, funder reports, interviews, questionnaires, focus groups, file reviews and literature reviews is an asset
- A track record in implementing contracts, grants and other funding from a range of sources including government and non-government sources
- Knowledge of community service organizations and referral pathways
- Knowledge of and/or uses a social justice and root causes approach to programming, such as a how social injustice deprives targeted people of their social determinants of health

To Apply: Please submit a cover and resume as a single document with Program Manager in the subject line to jobs@avi.org **by 5pm on June 24, 2020**. For questions about the position, please contact Katrina.jensen@avi.org We would like to thank all those that apply but only those selected for an interview will be contacted.

We strongly encourage applications from, but not limited to, Indigenous Persons, persons of colour, persons living with disabilities, persons who use/d illicit drugs, persons with experience of sex work, persons who live with HIV and/or hepatitis C and persons representing diverse genders and sexualities. Accommodations are available on request for candidates taking part in all aspects of the selection process.