

**LANGLEY COMMUNITY SERVICES – JOB POSTING CFS 04-02**

❖ <b>Job Title:</b>	Program Manager
❖ <b>Department:</b>	Child & Family Services- Family Places & CCRR
❖ <b>Start Date:</b>	ASAP
❖ <b>Salary Level:</b>	\$42.64 - 48.74 per hour – Union Exempt
❖ <b>Hours:</b>	35 hours per week
❖ <b>Duration:</b>	Temporary (until further notice)
❖ <b>Date:</b>	ASAP
❖ <b>Closing Date:</b>	Open until filled.

**Job Summary**

The Program Manager oversees the operations of the Child & Family Resource programs, ensuring goals and objectives of the program and agency are met. The Program Manager oversees the planning, coordination, and administration of the Family Places and Childcare Resource programs, ensures adherence to agency standards, guidelines, policies, and procedures. The Program Manager is responsible for all aspects of the program including planning and evaluation, proposal/grant writing, budgeting and all reporting, staff supervision and client services.

**Key Duties and Responsibilities**

- Oversee program activities including planning, scheduling, service coordination, coordination of training, and case management, stakeholder, and community liaison.
- Ensure that clients' needs are met and that the agency and program standards, guidelines, and policies are maintained.
- Provide crisis intervention and consultation as necessary.
- Responsible for the supervision and evaluation of program staff's work.
- Responsible for interviewing, hiring and orientation of staff, staff discipline and grievance issues, staff performance evaluations and staff training & development.
- Responsible for approval and monitoring of staff's timesheets, petty cash requisitions, mileage, and expense claims, sick, vacation, and other leaves as applicable.
- Responsible for the program development to ensure ongoing quality of service delivery, identify gaps in service and recommend strategies to respond to client needs.
- Maintain effective liaison with other organizations and stakeholders in the community.
- As required participate as a member of the local and regional committees and other task groups and advisory committees.
- Maintain a current awareness of developments in assigned areas of responsibilities.
- Involved in preparation of proposals, grants, and applications for funding.
- Collaborate with the Director, Management Team, and Quality Assurance Team to oversee implementation of accreditation standards, development of policies, and
- Responsible for all matters related to the Union, Legal Issues, Health & Safety, Critical Incidents, and complaints.
- Prepare statistical reports as required by the agency and Funding Bodies.
- Responsible for expenditures within the existing budget allowances and make budget recommendations.
- Ensure that accurate program and clients records are maintained, and that confidentiality

is a priority. Conduct regular file reviews and institute file management processes to ensure that all pertinent documentation is complete and to ensure adherence to the agency, funding bodies, accreditation, and legislative requirements.

- Participate as a member of the local and regional committees and other task groups and advisory committees as necessary.
- Attendance at Management, Staff and other meetings as required.
- Performs other related duties as required.

### **Required Education, Experience, Training**

- University degree in child and youth or early childhood education, social sciences or equivalent, and training and/or experience in delivering Program/Project specific services.
- At least three years management experience, including staff supervision and evaluation.
- Demonstrated knowledge of Program/Project specific community-based programs and related systems.
- Demonstrated leadership, conflict resolution, teamwork, and program management skills.

### **Required Competencies: Skills, Abilities**

- Knowledge of theories, principles, and practices of the early childhood education field.
- Excellent conflict resolution skills.
- Ability to work independently within established timelines and frequently changing environment.
- Ability to work effectively with program staff, colleagues, government agencies and community organizations.
- Ability to deal with crises or emergencies with clients, staff, students, and volunteers.
- Excellent writing and communication skills.
- Strong computer literacy including Microsoft Word, Outlook, and Excel.
- Experience with accreditation programs and a unionized environment is an asset.
- Experience working with vulnerable populations an asset.

### **Additional information**

- Criminal Record Check required.
- Valid Driver's License and use of personal vehicle may be required for work.
- Occasional evenings and weekends required.
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### **TO APPLY:**

Please reply by **May 26<sup>th</sup>, 2024**, with Cover Letter and Resume, quoting Posting Number **CFS 04-02** to:

Langley Community Services Society  
Attention: Mary Tanielian,  
Director of Settlement and Employment Services  
Email: [mtanielian@lcss.ca](mailto:mtanielian@lcss.ca)

*Please note that only those selected for an interview will be contacted*