

JOB POSTING: PRINCIPAL DIRECTOR, PROGRAMS AND OPERATIONS

OVERVIEW:

Sonshine Community Services is looking for a skilled Principal Director, Programs and Operations to ensure the organization's programs and services meet client needs and the organizations mission and vision. The Principal Director, Programs and Operations will have strong management skills and a thorough understanding of the dynamics and impacts of family violence, the importance of quality care of children, the systems needed to provide excellent care to vulnerable women and children, and trauma informed counseling theory and practice. Principal Director, Programs and Operations will report directly to Executive Director and may assume the responsibilities of the Executive Director in her absence.

PURPOSE OF THE POSITION:

The Principal Director of Programs and Operations will coordinate the client services management team and provides leadership and oversight for effective program development, delivery and evaluation, people management, budget management and administration. The Principal Director of Programs and Operations will provide clinical consultation, supervision and expertise to the various portfolio areas of focus, as well as day-to-day administrative and functional oversight to program activities and management. This position collaborates cross-organizationally and communicates strategic direction, helps to define scope of work and develops and monitors operational policies and procedures. The Principal Director, Programs and Operations actively contributes to organizational strategic planning and fosters an organizational culture that is creative and visionary.

DUTIES AND RESPONSIBILITIES:

SERVICE DELIVERY OVERSIGHT AND DEVELOPMENT :

- Provides day-to-day responsive oversight to all client service programs according to established organizational guidelines, policies and procedures to ensure each program carries out its mandate.
- Contributes to and reviews funding proposals, contracts and program reports for accuracy and timely submission
- Keeps informed of new and emerging practices in the field and in the community and responds to changing organizational and community needs
- Maintains a strong focus on trauma informed programming that meets the client's needs that remains aligned to the organization's mission and vision.
- Ensures all programs and initiatives are aligned to contractual requirements and organizational expectations
- Monitors and evaluates program operational effectiveness and effects changes required for improvement and innovation.
- Supports accreditation efforts within designated programs
- Identifies and manages risk within programs, while maintaining a strong client-centred focus
- Remains knowledgeable of legislation and regulations relevant to the operations of the shelter, day care centre and family day homes. Ensure the program operations are congruent with such legislation and regulations. These includes, but are not limited to: health, safety, and fire, the Freedom of Information and Privacy Act, Protection against Family Violence Act, Core Provincial Standards, Child, Youth & Family Enhancement Act, Child Care Licensing Act and, Alberta Residential Tenancy Act.

PEOPLE LEADERSHIP:

- Provides direct, meaningful supervision and clinical consultation to Program Directors
- Provides direct and meaningful supervision to program support personnel such as Facility Manager, security and reception
- Ensures the right people are in the right roles by supporting where required with recruitment, supervision and performance management of Program Directors, supervisors and team members according to organizational principles, and personnel policies and procedures
- Provides support and coordination to prioritize collaborative, inspirational and relevant staff training
- Effectively communicates to staff in a timely and respectful manner
- Successfully lead the client services teams and support personnel through organizational change

ADMINISTRATION AND FINANCIAL OVERSIGHT:

- Contributes to organizational financial goals and objectives
- Offers support and contributes to developing and managing program area budgets and contracts
- Responsible for Program Directors' accurate and appropriate management of program budgets
- Provide timely monthly reports and annual report for presentation to the Board of Directors by the Executive Director
- Identifies and manages risk related to client service delivery and the facilities
- Ensures programs are aligned to contracts
- Ensures administrative processes for each program area are efficient, timely and relevant
- Partners effectively with the Manager of Accounting and within established guidelines including submission of invoices, expenses and payroll paperwork timely and correctly
- Participate in ad hoc Board Committees as required by the Executive Director

ORGANIZATIONAL LEADERSHIP:

- Serves as the main point of contact for effective collaboration, leadership and expertise to program teams pertaining to the mission, goals, objectives and scope of the program operations
- Ensures coordination and cross-organizational collaboration between programs and support roles including facilities, resource development, and finance.
- Serves as liaison with relevant service agencies, organizations, government bodies and educational institutions, as directed by ED
- In collaboration with the Executive Director, establishes, implements and communicates short- and long-range goals, objectives, policies and procedures for program areas
- Demonstrates flexibility, creativity, hope and initiative in terms of organizing staff and the work in ways that drives the organizational vision and mission
- Delivers exceptional results that meet performance expectations and expects and inspires others to do the same

QUALIFICATIONS AND SKILLS:

- Masters in Social work or related degree
- Minimum 5 years experience in a leadership/management position in a social services organization
- Minimum 5 years counseling experience preferably in the family violence field
- Thorough understanding of domestic violence and trauma informed strategies
- Valid Driver's license and vehicle
- Eligible to pass police security clearance and child intervention check

BACKGROUND:

Since 1978 Sonshine Community Services has been providing care and support to families and individuals in need. Motivated by our Christian faith, our mission is to help women and children transform their lives. We envision a community where women and children live safely in healthy families.

GENERAL DESCRIPTION OF AGENCY:

Sonshine Community Services is an umbrella organization for four agencies: Sonshine Centre, Sonshine Counseling Services, Sonshine Children's Centre and Sonshine Family Day Homes. Sonshine Centre is a long-term residential program for women and children who have experienced family violence and abuse.

Please submit resume and cover letter no later than June 19, 2017 to:

Sherilyn Downie, *Assistant to the Executive Director*
Sonshine Community Services
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Calgary, AB T3C 3W2
Email : sdownie@sonshine.ca Fax: (403) 287-2194

Sonshine Community Services is an equal opportunity employer.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.