

CHIEF SERVICES OFFICER

Competition #01031020B

Role Overview:

The CSO reports directly to the CEO and is chiefly responsible for the quality, effectiveness, efficiency and stakeholder satisfaction of MACL's services. This position provides leadership, supervision, evaluation, oversight and management of the organization's programs, directly or through a Program Director. The CSO ensures all programs and services are in compliance with MACL Policies and Procedures, CARF accreditation standards and all government requirements including those of MACL funders and regulatory entities. Other key responsibilities include program development and providing ongoing feedback, mentoring, guidance, supervision and professional development to program leadership staff

Application Deadline: March 31, 2020

Cover letter and resume including competition #01031020B to Jason Hughlett, Director of HR
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Mail: 33345-2nd Avenue, Mission, BC V2V 1K4
Fax: (604) 826-9611

1. Program Oversight and Evaluation:

- Develops, coordinates, and ensures delivery of all programs, contracts and related services
- Promotes collaborative relationships between program areas
- Ensures the expectations of funders, partners, constituents, clients, and other stakeholders are consistently met.
- Develops and monitors to ensure program administrative systems are consistent and integrated across the organization including all required daily, monthly, and annual documentation is maintained.
- Develops Individual Service/Support Plan (ISP) templates and ensures that each person served has an ISP, based on all agreed-upon goals and including all steps, success measurement and time lines, completed at least annually.
- Maintains knowledge of and collaborative relationship with related agencies, resources and ancillary services and funds for effective support of persons served across their lifespan.
- Maintains good relations with the families of individuals served by MACL, and provides active support to families, advocates, and individuals in promoting services and supports to address unmet needs.
- Supervises entry and exit procedures with respect to new clients and clients who are leaving service, especially with regard to the need for sensitive follow up to individuals and families whose needs cannot be fully supported. This responsibility involves collaborative action with other agencies in the service region according to arrangements made and altered from time to time under the guidance of the MCFD and/or CLBC.
- Work closely with the Director of Human Resources to determine staffing plans to achieve program goals and objectives and participate in hiring decisions for program leadership staff.

2. Leadership

- Oversees and directs the Program Directors' workload and schedules.
- Works closely with senior program staff to build their skills and confidence so that they can mentor, encourage, and motivate all staff.
- Provides assistance and guidance on how to troubleshoot program and staff performance challenges.
- Accurately interprets MACL policy to Program Directors and Supervisors
- Completes required Performance Reviews for Program Directors
- Reviews Supervisor Performance Reviews with Program Directors before their delivery
- Works jointly with the Director of Human Resources to ensure the implementation of an effective and efficient orientation system for all new employees to MACL and for employees moving to new worksites or positions.
- Is available as part of MACL's on-call system to leadership staff in case of emergencies and provides crisis management support to leadership team.
- Maintains an engaging, positive leadership presence at MACL events, connecting with employees and stakeholders to gain their perspective and strengthen MACL's image/reputation.
- Represents MACL and its CEO on relevant committees and task forces, as well as at speaking engagements, conference panels and trainings.
- Acts on behalf of and/or assists the CEO in her/his absence.

3. Finance and Administrative

- Maintains an understanding of legislation, regulations, policies, and procedures applicable to MACL programs and oversees the development and annual review of service delivery and other related policies to be compliant with CARF, PIPA, WorkSafeBC, licensing, etc.
- Works closely with the finance department to budget and monitor programmatic operations to ensure sound fiscal and systems management.

- Jointly manages organizational maintenance with the Director of Finance to ensure physical facilities and equipment fulfill all fire, health and safety regulations and are clean, pleasant and safe.
- Ensures the agency is ready for CARF accreditation surveys and all necessary reports and documentation are in place to maintain a successful 3-year accreditation
- Establishes and completes an annual written analysis of service delivery performance indicators and targets for each program/service in the areas of effectiveness, efficiency, service access and satisfaction of persons served and other stakeholders. Identifies areas needing performance improvement and creates an action plan to address improvements or revise performance targets.
- Prepares funding and contract proposals and negotiate contracts as directed by the CEO
- Prepares reports for the CEO

4. Strategic Program Development

- Maintains an understanding of evolving sector-related priorities and stay current in trends and research related to MACL programs and services
- Develops a strategy for program growth and evolution consistent with MACL's Strategic Plan.
- Takes the lead responsibility for completing the service delivery sections of the Request for Qualifications(RQF)/Request for Proposal(RFP) processes and grant applications
- Oversees the development of new programs.

5. Preferred Qualifications:

- Passionate about MACL's vision and able to promote and effectively communicate its philosophy, mission, vision and values to others.
- A post-secondary degree, with a focus on leadership, human resources, or other social services related field, coupled with minimum 5 years' experience in a senior leadership capacity.
- Practiced in servant leadership with a team approach.
- Experience with a variety of social services programs across multiple funders.
- Strong relationship builder and communicator with experience leading diverse work teams, developing an organization-wide strategy for program excellence, engaging community partners, and partnering with a CEO and board of directors.
- Proven experience and in-depth knowledge of organizational redesign, project, change and process management and supporting program management and delivery in a coaching/coordinating role.
- Ability to relate well to the MACL stakeholders and the public, representing the organization in a positive and professional manner to the community, outside organizations and government agencies.
- Ability to resolve conflicts and solve problems in a professional manner.
- High energy and highly motivated, able to take initiative with creativity
- Well-developed planning, organizing, controlling and administrative skills
- Proficiency with all programs within the Microsoft Office package.

Core Competencies

- Ability to motivate, build confidence, empower and persuade staff to achieve organizational objectives.
- Strong analytical thinking and problem-solving skills complemented with efficient decision-making and implementation.
- Warm personal nature
- Good mental and physical health
- Highly organized
- Excellent interpersonal and communication skills
- Resilient; able to cope with stress and change
- Ability to maintain flexibility in working hours for crisis response, participation at meetings, events, including those that involve evening/weekend work

Requirements

- Approved Criminal Record search
- Valid BC Driver's License and access to vehicle is required
- Approved Driver's Abstract
- Physician's report verifying good physical and mental health