

**Competition #01090120A JOB POSTING –Program Director****Role Overview:**

Under the oversight and direction of the Chief Services Officer, this management position ensures the provision of a scope of community based services for adults and children with developmental disabilities that are consistent with the philosophy and mandate of MACL. This full-time, salaried position is part of MACL's senior leadership, and implements larger organizational initiatives, monitoring and on-call coverage.

**Duties and Responsibilities:****Organizational Leadership:**

- Positively promote and model the vision, mission & policies of MACL. Communicate the inherent value of the people MACL serves.
- Liaise with staff of government, community agencies, community care licensing and funders as necessary, ensuring that effective and professional relations are maintained
- Develop, maintain and act as a role model for written operational policies and procedures, including best practises and other written expectations
- At the request of the CEO or CSO, represent the agency by attendance at meetings, speaking engagements, participation in community and/or fund raising events and other functions. Prepare reports, conduct special studies and make educational or public relations presentations as requested
- Maintain print materials that accurately represent each program in assigned portfolio
- Provide leadership to assigned interdepartmental committees and initiatives
- Provide temporary leadership coverage to programs outside of portfolio to ensure continuity of leadership support during leaves of other Program Directors
- As assigned, complete other duties and tasks related to the larger organization.

**Manage Employees and Contractors:**

- Supervise, support, mentor and coach program supervisors
- Establish and maintain effective personnel practices with direct reports and program staff which create and coordinate a resourceful, responsive team and ensure good labor relations in the areas of hiring, orientation, performance appraisal, discipline, grievance resolution, and disputes;
- Recruit, screen, and select employees, volunteers and practicum students as assigned
- Ensure all personnel assigned to portfolio comply with training requirements, work standards, policies, and procedures
- Develop team and individual employee skills and performance through the effective use of on-going coaching, training and progressive counseling.
- Ensure all injuries are documented, investigated and followed up as per policy, and submitted to DMI

**Ensure Service Quality:**

- Ensure effective person centered service delivery is consistent with the MACL mission, mandate, policy and budgetary requirements;
- Develop and administer standards and accountability mechanisms which assure a high level of program quality and which are in accordance with MACL policies and goals approved by the CSO
- Communicate with the leadership team about client services issues and successes, through informal channels, written reports, and formal presentations. Act as a resource to the Executive leadership
- Ensure that detailed records are maintained detailing client service delivery
- Remain current with best practices, legislative changes and industry standards
- Continually assess assigned portfolio for areas of improvement, efficiency and effectiveness. Keep CSO informed of areas that are better or worse than expected.
- Monitor the service delivery of professionals, resources and others workers, including volunteers, while they provide services to ensure that the necessary structure, consistency, quality and suitability are present to meet participant needs.
- Notify CSO immediately of unmet needs or complaints of families and persons served and other stakeholders. Investigate and work with CSO to resolve such issues.
- Ensure programs are in compliance with all regulations and standards, including WorkSafe, Collective Agreement, MCFD, CLBC, and CARF. Ensure the safety, cleanliness and maintenance of assigned program sites.
- Provide direct service in order to teach others, resolve issues and/or problems;
- Ensure that documentation of all financial, staff/personnel, and client information is completed in a professional & timely manner
- Assess and evaluate the risks associated with new and existing contracts
- Maintain records to document service delivery of assigned portfolio, and provide reports to funders
- In consultation with the Executive Director and Director of Financial Services, develop, monitor and control portfolio budgets. Review financial statements, authorize expenditures within policy limits, and approve disbursements

**Qualifications**

- Relevant B.Ed/B.A./BSW degree or higher or equivalent combination of direct experience and education
- Minimum 3 years supervisory experience (preferably within the Community Living field)
- Excellent knowledge of theory, principles and goals of the Community Living movement
- Ability to build and maintain ethical relationships and networks
- Proficiency in Microsoft Word, Outlook
- Approved Criminal Record search
- Approved Driver's Abstract
- Physician's report verifying good physical and mental health

**Application Deadline: Sept. 18, 2020**

Cover letter and resume including competition #01090120A to Sarah Bell, Chief Services Officer  
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