



Director of Programs

Job Summary:

Responsible for managing assigned programs and staff.

Reports to:

CEO

Hours of Work: Monday to Friday comprising 37.5 hour work week with daily scheduled hours falling generally between 8:00 am and 5:00 pm, excluding statutory holidays. Some flexibility may be required to accommodate occasional workload fluctuations and priorities.

Key Duties and Responsibilities:

- 1) Plans, organizes and oversees assigned new and existing programs and/or projects. Ensures effective and efficient program delivery consistent with Kardel's mission and policies, as well as legal, contractual budgetary and other requirements. May develop or make recommendations for the development of new program areas.
- 2) Participates as a member of the senior management team in developing long range and strategic plans, as well as assessing and resolving operational issues and policies.
- 3) Develops and establishes standards and accountability mechanisms for assigned programs in accordance with policies and goals established by the CEO. Develops and recommends long-range plans and objectives for areas of responsibility. Provides advice and recommendations to the CEO on program and service issues.
- 4) Determines program, resources/budgetary, operational and organizational requirements for all new and existing programs within responsibility area. Develops comprehensive plans and strategies to achieve identified objectives.
- 5) Leads, supervises, develops, evaluates, and motivates Program Managers and other staff who report directly to this position. Facilitates and chairs regular group meetings, teambuilding activities, as well as communicating individually with each manager on a regular basis and responding promptly to emerging issues.

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- 6) In conjunction with the Human Resources Department supports assigned programs with human resource management. May also provide training to staff members, input to program staff meetings, and input in union negotiations
- 7) Acts as the lead for staff recognition and appreciation efforts, and plans/coordinates efforts to engage and motivate program staff.
- 8) Monitors the service delivery of employees, contractors, outside professionals, volunteers, etc. for structure, consistency, quality of guidance/supervision, suitability of activities, caring, etc. Discusses challenges and remedies with the relevant program managers and may participate directly in the provision of services to resolve difficult or sensitive issues. Coordinates emergency coverage for unexpected absences of program managers. Maintains familiarity with the needs of assigned programs, and as much as possible, familiarity with the staff, the physical locations, and the individuals supported in each program.
- 9) Acts as the lead for the company safety program, participates in activities of the Occupational Health and Safety Committee, tabulates statistics and prepares reports. Writes, reviews, and revises health and safety policies for the CEO's approval to ensure clarity, completeness, and conformity with collective agreements and changing organizational requirements.
- 10) Primary contact for Community Care Facilities Licensing. Responsible for safety plans, organizing interviews for the Licensing Officer and gathering information as required. Collaborates with the Manager of HR as necessary where corrective/disciplinary action may be required.
- 11) Participates in various committees, working groups, and inter-agency associations as required. Maintains effective relationships with funders, community partners, and other organizations in the sector. May be delegated by the CEO to represent the company at events or activities.
- 12) In collaboration with the CEO and Director of Quality Assurance reviews and approves disbursements from funds held In Trust.
- 13) As needed, prepares reports/conducts special studies, makes presentations. Maintains a current awareness of developments in fields relevant to assigned responsibilities.
- 14) Performs other duties as required.

Qualifications:

Education, Training and Experience

Both a degree in a related field and more than three years of progressively more responsible program management experience in the community social service sector are preferred. A demonstrated and in-depth working knowledge of

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community-based programs, applicable legislation/regulations, and issues within the sector is required.

Job Skills and Abilities:

- i) Excellent oral, written, facilitation and interpersonal communication skills.
- ii) Demonstrated teamwork, leadership and supervisory skills.
- iii) Well developed planning, organizing, and administrative skills.
- iv) Excellent conflict resolution and creative problem-solving skills.
- v) Proven ability to engage and bring together people with diverse backgrounds, approaches and needs.
- vi) The ability to function independently, and frequently under pressure, while managing multiple concurrent projects and deadlines.

The wage for this position is \$45.00 per hour

Applicants are required to submit a cover letter to be considered for this position.

Applications can be sent via email to recruitment@kardel87.com or via fax to 250-383-2835 attn Human Resources

Applications will be reviewed beginning Monday April 3, 2023. However the posting will remain open until filled.

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