



## **Job Description – Manager of Service Delivery and Programs**

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**Responsible to:** Executive Director

**Hours of Work:** 37.5 hours per week

**Salary:** \$55,000 per year

**What we offer:** Our staff enjoy paid time off in December, Birthday Day, comprehensive benefits (FTE), RRSP matching (FTE), and a flexible working schedule. Our agency is committed to ongoing professional development and assisting staff in reaching their goals. Mentoring is what we do – and we aim to foster that in all aspects of our organization. We are an inclusive, diverse and collaborative place to work, and we think we are pretty fun too!

If this sounds like a good fit, we would love to hear from you! Please clearly indicate in your cover letter how your skills, education and past experience would enable you to be successful in this role.

**Applications (cover letter and resume) can be emailed to:** Dominika Krzeminska at [info.regina@bigbrothersbigsisters.ca](mailto:info.regina@bigbrothersbigsisters.ca)

**Applications will be accepted until the position is filled.**

**Note:**

In accordance with the BBBS Criminal Record Check Policy, the position requires that the successful candidate provide a satisfactory Criminal Record and Vulnerable Sector Check as a condition of employment.

### **PRACTICE FOCUS**

Strengths-Based, Trauma Informed, Anti-oppressive, Youth Centered, Relationship-based, Leadership Development, Culturally Competent, Holistic, Community-Development

### **POSITION SCOPE**

The Manager of Service Delivery and Programs (hereafter referred to as Manager) is responsible for the effective development, delivery, management and evaluation of programs that will contribute to the achievement of the organization's mission and strategic goals. The Manager provides leadership, supervision and support to Service Delivery staff and practicum students. They also participate as a leader in the coordination and administration of ongoing programs and agency partnerships.

### **MAJOR RESPONSIBILITIES**

#### **Program Operation**

- Ensure outcome evaluation plan is in place - including tools, collection and analysis of data - for all programs for the purpose of articulating impact and informing practice.

- Analyze trends in Programs, identifying opportunities for expansion, partnership and growth. Identify developing issues and recommend solutions to the Executive Director.
- Participate in applications, proposals, management of grants, and reporting to funders and stakeholders.
- Supervise and manage program database
- Manage issues arising with clients, matches, volunteers, etc.

### **Quality Assurance, Documentation and Reporting**

- Ensure that all program forms and procedures are current and comply with BBBS Regina and Area (BBBSR) policies and practices including BBBS Canada's (BBBSC) National Standards, The Human Rights Code, and any applicable government regulations.
- Prepare and lead agency through the Service Delivery portion of BBBSC accreditation/Quality Assurance.
- Ensure effective data collection, stewardship, reporting and privacy related to data storage.
- Create reports as specified by the Executive Director to communicate performance of programs and projects as required.

### **Human Resource Management / Human Relations**

- Lead recruitment and selection of service delivery staff.
- Develop and implement work plans which include tactics and targets in alignment with strategic goals.
- Provide scheduled formal and informal performance management to direct reports using agency processes. Ensure the maintenance of appropriate supervision notes and personnel files on each service staff member.
- Ensure service delivery staff are creating safe, positive, constructive and satisfying relationships for volunteers, young people and families.
- Conduct file audits for all service delivery staff regularly to ensure they are meeting National and agency standards/policies/procedures including child safety and that they contribute to agency best practice.
- Liaise with Director of Development and Communications to recruit staff, participants, volunteers, and stakeholders to tell the story of BBBSR.
- Screen, assign, and supervise practicum students.
- Set agenda and run Service Delivery team meetings.
- Manage – review and approve - Service Delivery staff timesheets, expense reports and time off requests as per Employee Handbook

### **Training and Facilitation**

- Develop and oversee the orientation, training and evaluation plan for staff, students, volunteers, caregivers, and young people.
- Research and implement new learning opportunities for the agencies staff, students, volunteers, young people and families.

### **Partnerships and Committees**

- Participate in national, regional and local committees in alignment with strategic goals and BBBSR programs.
- Liaise with community agencies for information gathering, securing resources and training.
- Develop and maintain community service delivery partnerships to ensure attainment of strategic priorities.
- Collaborate with other BBBS agencies to leverage potential resources and opportunities.

## **YOU WILL BRING**

- A Bachelors Degree or 2-year diploma with relevant experience, in a related field of study (e.g. social work, human services, child and youth work, education, family studies, etc.)
- Relevant supervisory experience
- We welcome candidates whose lived experience in Indigenous communities and/or community organizations inform their approach
- Experience working with Indigenous youth and families, and other diverse cultural backgrounds
- Must have demonstrated knowledge and commitment to understanding the needs of working with marginalized and vulnerable people from a strength-based approach
- Must be able to lead and facilitate improvements, changes and transitions in alignment with service delivery priorities
- Must demonstrate strong organization skills, with the ability to plan, set priorities and meet timelines consistently
- Casework experience is an asset
- Working knowledge of Office 365 programs
- Excellent communication skills: written, verbal and presentation
- The ability to be flexible is key with this role as some evening and weekend work will be required
- A valid driver's license and access to your own vehicle, as occasional travel will be required to our satellite locations in Weyburn and Moose Jaw and elsewhere as required

***If you are not sure whether you fit the role, but are interested – send us an email and we'd be happy to chat!***