



JOB POSTING

Manager, Community Engagement and Seniors Programs

Founded in 1976, North Shore Community Resources's (NSCR) mission is to enhance well-being, social connections, empowerment and community participation by designing and delivering programs and services to create a thriving North Shore. To achieve this mission, we provide community programs and services in four areas: Parent and Child programs, Seniors programs, Community Engagement, and Legal Services and Housing Advocacy. To learn more about NSCR, our [Annual Report](#), [audited financial statements](#) and [strategic plan](#) are available on our website: www.nscr.bc.ca

NSCR requires a **Manager of Community Engagement and Seniors Programs** to lead our programs and services. As part of our management team and reporting to the Executive Director, this is a part time position (approximately 0.6 FTE) with a 2 year term (with the potential to become permanent). Salary and benefits are commensurate with experience.

Responsibilities for this position will include:

1. Program and Service Delivery

- Program design including identifying innovative programs/services and determining appropriate program goals and objectives according to NSCR's strategic plan and community needs
- Program implementation including ensuring programs and services are meeting their goals and objectives
- Developing and applying appropriate program specific metrics and evaluation
- Reporting program/service deliverables to the Executive Director and funders
- Resolving client complaints/conflicts by supporting staff/volunteers and troubleshooting issues
- Event and project management
- Developing community engagement programs and services; facilitation of group dialogue
- Program record management
- Managing communication regarding programs and services including internal (staff, volunteers) and external (clients, promotion/advertising, media, funders, etc.) communications

2. Financial Management

- Working with the Executive Director and the Manager of Charitable Partnerships, identifying and applying for/developing sustainable funding sources for programs and services
- Working with the Executive Director and Manager of Finance and Administration, developing program appropriate budgets
- Managing programs budgets and resources
- Financial reporting to Management and the Board of Directors

3. Human Resource Management

- Hiring and supervising NSCR staff (4-6 staff) and volunteers including performing annual staff work reviews
- Identifying staff/volunteer professional development needs
- Mentoring and coaching staff and volunteers to successfully deliver programs and services
- Identifying and assisting in updating NSCR's Personnel Policy Manual

4. Miscellaneous Responsibilities

- Promoting the NSCR brand and NSCR programs and services in the community
- Developing and maintaining strong relationships with community partners
- Participating in management and staff meetings
- Assisting in the general efficient operation of the NSCR office

Experience, Education and Qualifications:

- Post-secondary education
- Not-for-Profit management experience
- Excellent interpersonal and communication skills
- Experience and knowledge of financial and human resource management
- Proven ability to take initiative while working collegially in a collaborative team environment
- Capacity for strategic thinking while taking care of details
- Social service program design and implementation
- Event and project management
- Community development/engagement work including facilitating group dialogue
- Microsoft Office and knowledge of hardware/software systems
- Subject area knowledge in information/referral, volunteer programming, seniors services, community development/civic engagement
- Second language an asset

Please send applications, including a covering letter and resume, to:

Murray Mollard, Executive Director: murray.mollard@nscr.bc.ca

Applications are Due: October 29, 2017

Thank you for your interest but only those shortlisted for an interview will be contacted.