

Employment Opportunity - Posting

The Salvation Army – B.C. Division



Giving Hope Today

Job Title:	ARC Program Manager	Competition #:	202211
Ministry Unit/Dept:	The Salvation Army Victoria ARC	Status:	Permanent, Full-Time
Salary Range:	\$61,000-\$74,000	Date Posted:	June 21, 2022
Address:	525 Johnson Street, Victoria BC	Posting Expires:	June 28, 2022

Applications Accepted By:	
<p>Interested applicants must respond with resume and cover letter sent via email subject line “Program Manager - last name, first name” to:</p> <p style="text-align: center;">resumes@victoriaarc.org</p> <p style="text-align: center;">by fax at: 250-384-8412 or in person</p>	<p>APPLICATION:</p> <p><i>Please note:</i> Applications must include an unofficial transcript, cover letter (one letter-sized page or less) and a resume (two letter-sized pages or less).</p>

WHO WE ARE

As a social service provider, within the city of Victoria (BC), the ARC provides services to individuals looking to make a positive change in their life. Each day, staff provide compassionate care to Victoria’s marginalized community struggling with poverty, homelessness and addiction. The ARC is a multifunctioning facility committed to providing a safe, Drug & Alcohol-free space where humans can heal and reconcile. Our intention is to educate, empower & equip Clients in our care with the knowledge, skills and abilities necessary to be successful outside of this place. Our mantra is to #lovepeople.

Core Values:

The Salvation Army Canada and Bermuda Territory has four core values:

Hope: We give hope through the power of the gospel of Jesus Christ.
Service: We reach out to support others without discrimination.
Dignity: We respect and value each other, recognizing everyone’s worth.
Stewardship: We responsibly manage the resources entrusted to us.

Why Us?

At the Salvation Army, we’re committed to providing a positive work experience for all members of our team. We seek to support each other by valuing everyone’s perspective regardless of their role. Working with us you will be able to:

- Work with clients as they move through stages in their recovery – seeing their growth is endlessly rewarding
- Develop new initiatives to improve the scope of homelessness, addiction and recovery within the City of Victoria
- Inspire and lead a group of compassionate people looking to better the lives of others
- Work with a team that values everyone’s perspective

Inclusivity

Within the ARC, we are committed to fostering an inclusive and positive environment, where staff and clients feel valued, respected and supported. Our intention is to build a team that reflects the diversity of our clients and communities in which we live and serve. If you require accommodation for the recruitment/interview process (including

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alternate formats of materials, accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs.

POSITION PURPOSE SUMMARY

The **ARC Program Manager** provides employee supervision and oversight within the Program Department to ensure staff and management have the resources available to better the lives of others. The incumbent will represent and apply the general philosophies and policies of the ARC to staff, clients, visitors, and other agencies, while leading a team of 30+ individuals. The successful candidate will work to ensure that the ARC Program Department endlessly promotes the dignity and respect of the people we serve.

Program Participants of The Salvation Army ARC program are adult men who have experienced / are experiencing homelessness / addiction / mental illness. Experience working in this field is an asset.

This position reports to the ARC Executive Director. This position is full-time based out of our Victoria office. This is not a remote position.

RESPONSIBILITIES:

1. Management Support

- Urgent situations arise that require the Program Manager to attend to the ARC without notice. It is imperative that that Program Manager be flexible and willing to meet urgent / emergency needs including last minute shift coverage.
- Create a safe, welcoming, and calming environment for everyone entering our facility. Stay observant of the environment and provide calming intervention as required to ensure the safety of everyone and policies are being respected.
- The incumbent directly supervises up to 30 full-time and part-time employees.

2. Staffing

- Oversees and documents training and orientation with new staff
- Establish and implement annual staff training and development plan, ensuring all staff obtain ongoing training required to achieve, maintain, and strengthen the level of skills, abilities, and competencies essential to their assigned duties and responsibilities.
- Conduct all staff evaluations with each staff member annually.
- Hires, trains, and recruits Personnel, volunteers, and Practicum Students.

3. Supervision:

- Attends functions and events bringing awareness to ARC services / programs and establishes necessary linkages: (career fairs; college / universities; staff recruiting drives etc).
- Performs quality control on reports to maintain contractual expectation and consistencies.
- Collaborate with team / management in program evaluation and program development.
- Ensures all safety and security policies and procedures are carried out consistently.

4. Administrative/Other Duties:

- Budgeting, scheduling, statistics, payroll, and all other administrative tasks as required.
- Track shelter, THP and A&D Program pertinent data and maintain a variety of reporting requisites.
- Seek out and apply for applicable grant and funding opportunities.

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- May be assigned other related duties in any area of responsibility.

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

Education and Experience:

- BA in the human and social services field.
- Equivalent experience in the community social services sector with working knowledge of community support agencies and resources will be considered.
- Comprehensive knowledge of current social issues related to homelessness, mental illness and drug addiction is essential.

Must Haves:

- 2-5 years of demonstrated leadership / supervisory experience.
- Class 5 Drivers License.
- Experience working with marginalized populations is essential.
- Skilled in problem solving and demonstrated strong analytical abilities.
- Excellent written and oral skills.
- Strong interpersonal / people skills.
- Proficient with Office Suite, especially Microsoft Excel, emails, Social Media etc.
- Demonstrated ability to work with challenging behaviors and stressful situations.

Nice to Haves:

- Non-Violent Crisis Intervention training and First Aid Certification an asset.
- Naloxone training an asset.
- Effective personal boundary setting skills with both clients and co-workers.
- Strong multi-tasking skills.

Work Environment:

The incumbent's work environment is typically in an office or work site within residential and community settings: The incumbent will be exposed to the following conditions:

- Exposure to dirt, bodily fluids, bodily waste
- Exposure to drugs and alcohol
- Noise
- Dealing with abusive and angry people
- Overtime with schedule affecting lifestyle

Precautionary Measures:

The incumbent must take the following precautionary measures (in addition to health and safety rules):

- Vaccination against Tuberculosis
- WHMIS training
- Valid First Aid / CPR
- NVCIT
- Naloxone Training

NOTE: A Federal Government "Enhanced Reliability" Security Clearance and Criminal Record Check are a pre-requisite to employment commencement.

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HOURS/SCHEDULE: 37.5 Hours/week; Monday-Friday 9:00 AM to 5:00 PM

The use of a personal vehicle is not required in the performance of duties.

The Salvation Army will accommodate candidates as required under applicable human rights legislation. If you require a disability-related accommodation during this process, please inform us of your requirements.

We thank all applicants, however, only those candidates to be interviewed will be contacted.

Internal Applicants, please advise your managing supervisor of your intentions prior to submitting your application.



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