



WHISTLER COMMUNITY  
SERVICES SOCIETY  
"A Helping Hand Toward A Healthy Community"

# Whistler Community Services Society

P.O. Box 900 1519 Spring Creek Drive Whistler B.C. V0N 1B0  
Ph: 604-932-0113 Fax: 604-932-0599  
www.mywcss.org admin@mywcss.org

## WHISTLER COMMUNITY SERVICES SOCIETY Program Manager

**JOB STATUS:** Permanent, Full-time

**SALARY:** \$26 - \$32 per hour

**REPORTS TO:** Executive Director

**BENEFITS:** Eligible for Full-time benefits @ 100% employer paid after 3 months

**HOURS/WEEK:** 32-40 hours/week

**SPECIAL REQUIREMENTS:** Criminal Record Check

**QUALIFICATIONS:** University Degree with an emphasis on the Social Service Field (e.g. Human & Social Development, Psychology, Social Work, Child and Youth Care), HR diploma, CHRP or equivalent experience. First Aid certificate, knowledge of WorkSafe and Employment Standards Act preferred. Has knowledge of nonprofit and government social service programs and supports.

**OVERVIEW:** *The Program Manager reports to the Executive Director and the primary role is the program development and oversight including budgeting, H.R. management of Outreach Services, Re-Build and Re-Use it Centre, volunteer management, program management, marketing and evaluations. The Program Manager ensures that program targets and reporting responsibilities are met, and is also responsible for hiring new personnel as necessary for the designated programs. Program delivery and one-on-one client interaction must also be provided.*

### HR RESPONSIBILITIES:

- 5+ years of management experience
- Uses WCSS Employee Handbook and Employment Standard regulations and best practices as guidance for all HR responsibilities with outreach workers and program coordinators.
- Supervises outreach workers, Food Bank coordinator and all program contractors to ensure they are meeting their job requirements using progressive discipline model.
- Offers leadership, feedback, guidance and coaching for staff and volunteers as needed through formal and informal meetings.
- Provides regular clinical supervision and debriefing opportunities for outreach team and program coordinators.
- Conducts annual performance evaluations for outreach workers and program coordinators.
- Ensures WorkSafe training is current and ongoing for outreach programs and services.
- Ensures new outreach worker/program coordinators have current job description, employee handbook, criminal record check, WorkSafe training, given payroll info to finance manager and received an orientation to stores.
- Identify areas of training that would be best suited for each outreach worker and program coordinator.
- OH&S coordinator for main office location.
- Identifies training opportunities for outreach team.

### PROGRAM MANAGEMENT AND EVALUATION:

- Provides ongoing assessment of community needs regarding new program development.
- Annual review of all programs including qualitative and quantitative measures to determine budget implications and recommend changes if necessary.

*WCSS mission is to provide programs and services that support social sustainability in Whistler.*





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- Recommends annual program budget in collaboration with outreach team, Finance Manager & Executive Director.
- Ensures outreach workers and program coordinators understand the goals, policy and procedure of WCSS programs and services.
- Supports outreach workers and program coordinators through debriefing and troubleshooting difficult client situations.
- Supports outreach workers, program coordinators and executive director with administrative tasks related to programs as needed.
- Conducts monthly budget meetings in partnership with the Finance Manager to ensure fiscal responsibility.
- Ensures weekly stats are being updated on a timely manner and are following up with individual's employment goals.
- Participates directly in the oversight and management of identified outreach programs.
- Identifies challenges for each program/service and recommends solutions to each.
- Oversees volunteer recruitment, retention and recording number of hours given to each program.
- Provides support to clients in one-to-ones both on the phone and in person when outreach workers are unavailable.

## **PUBLIC RELATIONS:**

- Approves and/or supervises external communications regarding programs and services to ensure consistency of agency look and message - newspaper ads, posters, blog, facebook, letters to editor, and press releases in line with WCSS communications policy.
- Actively participates in committees and working groups that relate to social services in Whistler.
- Provides community education presentations to employers, social service providers and general public about WCSS programs and services.
- Ensures all outreach donors, sponsors and volunteers are acknowledged in an appropriate manner.

## **GENERAL RESPONSIBILITIES:**

- Ensures staffing levels are appropriate during employee vacation or illness.
- Work towards WCSS strategic goals and implement strategies to reach goals.

## **PERSONAL ATTRIBUTES AND KEY SKILLS:**

- Excellent interpersonal skills.
- Strong organizational and administrative skills.
- High attention to detail and high level of accuracy.
- Effective computer skills including: Word processing, spreadsheet, email, website management.
- Strong verbal, written and listening skills.
- Social media experience, knowledge and passion.
- Possess social and cultural awareness and sensitivity.
- Demonstrate strong integrity and work ethics.
- Good team player.

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