



## Program Manager, Full-Time

Port Alberni, BC

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**City:** Port Alberni, British Columbia

**Job Type:** Permanent, Full-Time

**Hours of Work:** 40 hours/week

**Schedule:** Flexible work week schedule (40 hours per week)

**Compensation:** \$34.00 per hour

### The Program

Mountainside Support Services provides individualized 24-hour support for children/youth and adults with a variety of specialized and/or complex needs.

In our passion to improve lives and develop life skills, we encourage inclusion and participation through community, life skill coaching, career development and family supports.

Our Services include:

- Supporting youth in recovering from adverse childhood experiences (ACEs) and overcoming other adversity by providing them trauma informed care within resource homes.
- Community-based supports for adults with diverse abilities.
- Home-based supports for adults with diverse abilities.
- Home Share programs for adults with diverse abilities.
- Life skills development supports for both youth transitioning to adult services as well as adults with diverse abilities.
- Outreach supports for youth and adults that are supported with life skills, self-help skills, employment, and more.

### The Position

The Program Manager provides operational and administrative direction for the development, implementation and management programs within MSS. They implement and monitor policies and procedures related to day-to-day services to persons served and direct and coordinate the day-to-day management of program staff.

### Primary Location

Based at the Mountainside Support Services program(s) in Port Alberni, BC.

### Scheduling

This permanent, full-time position will work a flexible weekly schedule (40 hours) to meet operational needs. Required to provide “on call” support during scheduled time off.



### In Your Role You Will

- Ensure staff utilize practices that promote the health, welfare, safety and security of service recipients and staff. Leading behavioural/intervention strategies, ensuring best practice and evidence-based practices are utilized in behavioural support plans
- Assist in providing initial and ongoing assessment/case management of youth behavioural needs and functional abilities to include review of supporting documents/previously completed assessments.
- Assist in developing, defining, and monitoring individualized service plans based on needs as well as behavioral priorities of youth, making recommendations for achieving goals.
- Assist in developing safety plans/protocols for youth and staff, leading implementation, and assuring compliance and quality of safety plans.
- Supervise and evaluate performance of program staff; coordinate work allocation, training and problem resolution; motivate employees to peak performance and productivity.
- Ensure the program and staff comply with policies, procedures and values of the company and use best practices when supporting persons served.
- Conducting program/specialized service risk management assessments.
- Establish and implement short- and long-term goals, objectives and operating procedures; monitor and evaluate program effectiveness; effect changes required for improvement.
- Participate and/or facilitate staff meetings and case reviews/conferences as required.
- Comply with and utilize appropriate crisis prevention and intervention standards and practices.
- Creating training material, facilitating training, coaching, and mentoring staff on implementation of specialized practice intervention/strategies (approaches, best practice, trauma informed and mental health) specific to persons served and service delivery.
- Ensure staff who dispense medication to service recipients receive appropriate training and that all medication is dispensed according to the company's established guidelines.
- Provide on-call and emergency coverage as required.
- Perform miscellaneous job-related duties as required.

**\*\*\* Prior to confirmation of employment all applicants must provide a current (dated within 6 months of hiring date) Consolidated Ministry Check. This check can take up to 6 weeks to obtain, please ensure you prepare accordingly.**

### As An Ideal Candidate You Possess

- A degree in one of the humanities, social sciences or related field
- 3-5 years leadership experience in the social services field
- Other combinations of education and experience may be considered
- Must have experience with financial and human resource management
- Current WCB Occupational First Aid, Level 1 and CPR certificates required
- Strong conflict resolution, mediation and crisis prevention and intervention techniques
- Experience with trauma informed practices
- Valid Class 5 BC Driver's License and clean driver's abstract



### What Mountainside Support Services does

Located in Port Alberni, BC, Mountainside Support Services provides individualized 24-hour support for children/youth and adults with a variety of specialized and/or complex needs. In our passion to improve lives and develop life skills, we encourage inclusion and participation through community, life skill coaching, career development and family supports.

### Is this the opportunity you've been looking for?

If so, please apply by sending your resume to [hr@mountainsidesupport.ca](mailto:hr@mountainsidesupport.ca), with your name and the job reference code in the subject line:

>> SAMPLE Subject Line: First and Last Name, **Job #J0124-0607 FT Program Manager** <<