



Job Description: Director of Programs and Services

Purpose

Recognized as a voice for community social services to children, youth, adults, and families in BC since 1982, The Federation represents diverse, caring and committed member agencies. Our mission is to promote excellence in community social services, and we do it by networking, skill-building, advocating, and through public education. We are member driven and community focused organization working on behalf of the whole sector to develop a vibrant, sustainable social service system supporting individuals and families.

Position Summary

The Director of Programs and Services oversees the programs and services team and works with the larger team to ensure that The Federation is providing a suite of supports and services to the members throughout the year. This position is also responsible for the development and implementation of The Federation's Leadership development offerings and other training programs. The Director of Programs and Services reports to the Associate Executive Director.

Tasks & Responsibilities

- Works 37.5 hours/week as a telecommuter employee
- Some travel required for in person events and team meetings.
- Leadership of Programs and Services Team
 - Provide strong leadership to your team of three on The Federation's commitments to deliver high quality and responsive programs and services to our members in alignment with strategic vision, values and commitment to reconciliation.
 - Ensures processes are in place to coordinate activities among the team.
 - Works with Program and Services team to interface with Communications Coordinator to ensure that activities are promoted and shared with members and stakeholders as appropriate.
- Professional Development Offerings
 - Develop, implement, and oversee professional development programs for Federation members (and the wider social care sector). Duties may include contract management for some offerings.
- Oversee Federation's continuing education offerings
 - This currently includes 3 conferences per year, 3 Member General Meetings per year, 15 regional meetings per year and additional training workshops as determined by need.
 - Works with the Programs and Services team to determine the scope of offerings available to members, stakeholders and Federation allies.
 - Collaborates with the Executive Coordinator and Events Coordinator to design and implement the Federation General Meetings.
- Oversee Federation member engagement and advocacy activities
 - Stays current with outreach to members and gathering information.
 - Analyzes current public policy issues with informed membership needs.
 - Provides briefing information about public policy and the sector.
 - Outreach to members to inform Federation membership activities, programs and services.
 - Liaises with other organizations to research projects and agendas.

- Special Projects
 - Manages new projects as they arise.
- Collaborates with Admin team to coordinate new member welcome
 - Ensuring new members feel well-connected as they join the Federation
 - Overseeing and designing welcome activities
 - Works with admin team to ensure appropriate membership support including membership application process, renewal and representative changes
- Other tasks as determined in consult with Executive Director and Associate Executive Director which could include:
 - Support to fund development activities
 - Support to strategic initiatives
 - Strategic relationship development

Our Approach

The Federation strives to create a workplace culture that embraces the following employee characteristics:

- Embraces personal and professional interest, education and action in Truth, Reconciliation and Decolonization.
- Has a passion for social justice.
- Enjoys working in an interconnected and collaborative team environment.
- Respects and celebrates the diverse backgrounds and skills of each teammate.
- Recognizes that success is achieved through collaboration and teamwork.
- Effectively responds and adapts to new and changing priorities.
- Strong problem-solving, multi-tasking, and decision-making skills.
- Enjoys establishing and maintaining professional relationships.
- Has excellent verbal, written and digital communication skills.
- Is self-motivated with strong organizational skills.

Position Requirements

- Post-secondary degree in an area related to human services, HR, non-profit governance, or community development and/or relevant experience.
- Working knowledge of current and historical issues faced by the community social services sector and/or relevant experience.
- Minimum of 10 years' experience in member, client, government, private sector and/or nonprofit relations and/or relevant experience.
- Minimum of 5 years' experience in curriculum development and learning assessment and/or relevant experience.
- Minimum of 5 years' experience leading and supervising teams and/or relevant experience.

Salary Range: 69,500 to 79,500.