

Position Title: Senior Manager - Services

Reports to: Executive Director

If you are a leader in the non-profit sector and want to accelerate your career growth, this is the job for you! This position will give you an opportunity to lead and excel in a growing mid-sized non-profit agency that is known for its innovative services and collaborative working environment. At the North Shore Multicultural Society we strive for excellence in everything we do, we highly value diversity and inclusion, and believe in innovative services that change the lives of our clients. This is a key position in the agency, with huge growth potential, and it is ideal for a candidate who sees their future in non-profit leadership!

Job Summary:

The Senior Service Manager is a high level team leader who leads multiple staff, projects and deliverables. This position is responsible for providing leadership to NSMS direct services, supports the procurement of new services, and ensures the achievement of all contract deliverables and requirements.

Key Attributes:

- Leadership vision and a full set of non-profit management skills.
- Change management skills, and thrives in continually evolving environment.
- Critical problem solving skills
- Verbal and written communication skills.
- Strong values and ethics that align with best practices in client service.
- Strong passion for the role non-profits play in building strong communities and families.

Key Responsibilities:

- Leads and inspires staff to achieve service excellence and strengthens continual service delivery improvement through staff development planning, and coaching.
- Ensures service planning aligns with community needs, service evaluation, contract requirements and best practices.
- Develops contract management processes, including budget monitoring and report development.
- Assesses and builds service and related policies and procedures.
- In collaboration with the management team, oversees the development of proposals and innovative service approaches.
- Builds networks with stakeholders, including service partners, government agencies, and community planning tables.
- Perform other duties as assigned.

Qualifications - Minimum

Knowledge

Must have a good working knowledge of:

- NSMS services and activities
- Settlement, family and employment services.
- Program development and implementation
- Financial planning and contract management
- Funder requirements and outcome reporting
- Operational processes and requirements in areas such as HR, privacy, health and safety.
- Experience working with a culturally diverse staff and knowledge of diversity issues.
- Personal computer and software applications (word processing, spreadsheets, email, internet and databases)

Education

- Bachelor's Degree, certificate or training or experience in services/ contract management or relevant experience.

Experience

- Minimum 4 years' experience in management role, and/or social services planning
- Minimum 4 years' experience in contract and financial management
- Demonstrated ability in developing agency policies and procedures

Position Specific - Additional Information

Contract Date: to be confirmed

Salary Range: \$ 35.00 - \$40.00 (Depending on experience)

Work Schedule: 35 hours a week (work outside of regular hours will be required on as needed basis)

Closing Date: July 31, 2018

Coordinator Hiring Committee
North Shore Multicultural Society
207-123 East 15th St, North Vancouver, BC V7L 2P7
Email: hr@nsms.ca

North Shore Multicultural Society is an equal opportunity employer.

Thank you for your interest, only short listed applicants will be contacted.