



Program Manager

Job description

Effectively serving St. Paul and surrounding areas since 1984, Capella Centre has been assisting women protect their safety, create healthy relationships, and build healthy communities. We have an opportunity for an experienced Program Manager. Are you up for a challenging opportunity where your efforts impact the well-being and support of women?

Qualifications

Relevant Post-Secondary Diploma (with current registration, if available)

Experience in change management to achieve continual operating improvements, efficiencies, and exceptional client supports while respecting fiscal responsibility

Experience in program development and program management

Experience in personnel management

Demonstrated ability in handling emergency situations, conflict resolution, crisis intervention, and harm reduction techniques

Excellent verbal, written and interpersonal skills, advanced computer literacy

Knowledge and/or experience in trauma informed care

Commitment to inclusiveness and diversity and a deep appreciation of different cultures

Demonstrated ability to work with a high level of interruptions and distractions

Valid driver's license, current driver's abstract

Valid Standard First Aid with CPR Certificate

Criminal Record Check & Vulnerable Persons Intervention Check

Suicide Intervention Certificate

Willing to take additional training as required

Willing to work evenings and weekends in rotation

Duties & Responsibilities

Maintain a professional working relationship with all residential and non-residential clients, co-workers, agencies, service groups, the public at large, non-residential clients, Executive Director, and members of the Board of Directors

Work collaboratively with the Executive Director to achieve the objectives as set out by the Board of Directors including participating with committees and strategic planning sessions, as requested

Provide ongoing program development, training, and support to ensure trauma informed programs and services are delivered within approved policies

Provide regular reports as required, to ensure the Executive Director is informed in all aspects of clients, staff, the community, and the physical operation of the shelter

Ensure client files and call contacts follow documentation guidelines

Attend staff meetings, management meetings, training and workshops as requested by the Executive Director

Answer all phone lines including the support line, as necessary

Maintain an effective crisis intervention team by orienting and training staff, volunteers, and practicum students

Deliver regular staff evaluations as defined in the personnel policy manual

Identify training needs of staff, practicum students and volunteers

Maintain knowledge of employment related issues and legislation, as defined in the SPDCA personnel policy manual and the Alberta Employment Standards

Oversee the implementation of all personnel policies

Provide Second Stage Coordination as assigned by the Executive Director

Perform other related work as assigned by the Executive Director

Our Team Environment

Capella Centre's team works together every day to build authentic relationships, with our clients and with each other. We enjoy a fast-paced, multi-faceted environment, and strive to celebrate everyone's successes as they occur. We value hard work and make sure we support the women and families in our care by providing professional caring expertise to facilitate positive change.

Applications will be accepted until the position is filled.

Capella Centre thanks all interested applicants but only those selected for an interview will be contacted.

Job Type: Full-time

Benefits:

- Dental care
- Employee assistance program
- Extended health care
- Life insurance

Schedule:

- 8 hour shift
- Day shift
- Evening shift
- Night shift