

## Position Description

<b>Job title</b>	<b>Manager of Programs and Services</b>
<b>Reports to</b>	<b>Executive Director</b>
<b>Salary range</b>	<b>\$85,000 – 110,000</b>

## Job Purpose

The main purpose of the Manager of Programs and Services is to transform practice to drive social change, whether collaborating with members, external partners or ACWS staff. This requires being responsive to member-identified needs and emerging trends and challenges.

This will be done through two major areas:

- Offering training and education to integrate the latest research and theory with the on-the-ground experiences of shelter staff and other front-line service providers.
- To mentor and support trauma, violence, and intersectional practice with a gendered lens to inform shelter programs, services, and partnerships.

This position will ensure the alignment of ACWS programs and projects towards the overarching outcomes and sustainability of ACWS and our members.

## Leadership Oversight

### Strategy

- Develops, implements, and evaluates a multi-year training and development plan across ACWS' audiences in collaboration with ACWS staff and ACWS members that sets out specific goals and strategies for each fiscal year in alignment with ACWS' strategic goals
- Provide skill & competency development related to the provision of trauma & violence informed practice.
- Participates in organizational planning, work plan development, decision-making, policy development, implementation, and review

### Financial Administration

- Supports the Finance Manager to develop budgets related to the programs and services portfolio
- Manages and monitors expenditures and financial project reports to ensure they are accurate and on budget; works collaboratively to determine actions required to find efficiencies and enhance effectiveness
- Is knowledgeable about eligible expenditures in grant agreements in their portfolio, ensuring funder reports are accurate and in alignment with those requirements

- Work closely with team members and others to identify, develop, implement, and support cost-effective delivery

#### Project Management

- Collaborates with the designated project team on communications vehicles that create momentum and awareness of ACWS programs and
- Expands the scale and reach of ACWS by cultivating new ACWS partners and allies.
- Plans, organizes, and directs program and service activities, identifying gaps and managing risks
- Provides overall technical expertise of the project life cycle during the design, planning, execution, and evaluation phases
- In conjunction with the Executive Director, oversees the engagement, awarding and management of contracts and agreements with external partners and funders
- Ensure projects adhere to an ethical and best practice framework

#### Operational Management

- Fosters and maintains a team-oriented, member focused, collaborative, and innovative culture with a focus on best practice
- Works collaboratively with the ACWS leadership team to foster a positive and productive work environment while ensuring mutual respect and shared goals leading to better outcomes for the organization
- Monitors activities for compliance with organizational policies and funder requirements and deliverables
- Ensures ACWS staff members are using their skills and time in the best way possible to maximize productivity leading to enhanced performance and a motivated team
- Support human resources processes including performance management, onboarding, training, progressive discipline, time and attendance, staff development, mentoring, and coaching

#### **Duties and responsibilities**

- Develops an annual operating plan to support programs and services among ACWS members, ACWS staff, and external partners to expand the scale and reach of current ACWS programs and services
- Supports the ACWS members through various committees, engagement opportunities or communities of practice
- Contributes to effective evaluation practices for all programs and services
- Provides oversight to the development and delivery of all programs and services
- Sets direction for and, oversees teams in the design and delivery of programs and services specific events

- Supports-facilitation as required
- Prioritizes the needs of ACWS members with a focus on responsive and timely development of resources
- Collaborates with other ACWS staff to identify and support funding opportunities and develop proposals
- This position plays a vital role in supporting the ACWS member shelters in diverse ways. As a member-based and member-focused organization, all employees are expected to assist members in some form. This support may involve answering phone calls and responding to email inquiries from the shelters. By providing timely and effective assistance we help ensure that the shelters can operate smoothly and provide essential services. Overall, this role is crucial for maintaining effective communication and support within our network.
- ACWS is a public-facing organization and there is the potential to receive calls where individuals are in crisis or seeking support/resources. All staff may be required to answer these calls knowing that comfort and competence while responding to these calls is required.

### Core Job Competencies

- Able to apply a strong feminist lens and an understanding of gendered analysis
- Knowledge of shelter programming and curriculum development
- Ability to readily apply adult learning principles and an understanding of different learning styles in training development and delivery
- Gathers, synthesizes, integrates, and interprets multi-faceted information from a wide range of sources and perspectives
- Holds themselves accountable and can self-generate
- Holds a high ethical standard for their conduct and the work they produce
- Strong leadership skills and the ability to mentor others
- Establishes and maintains effective working relationships with others including the ability to positively influence conflict identification and resolution.
- Strong project management skills; highly organized and able to manage multiple projects at one time
- Represents organization well at all tables and external connects, demonstrating maturity and personal mastery
- Contributes to the wellbeing of the ACWS organization
- Demonstrated knowledge and skills in offering trauma informed counselling
- Excellent written and verbal communication and facilitation skills
- Completes projects in a manner that produces quality and timely results
- Applies strong knowledge of violence against women, girls, and gender minorities
- Positively influences conflict identification and resolution through facilitation, negotiation, and mediation and the ability to address any issues directly

## Qualifications

The preferred candidate:

- Will have a master's degree licensed to provide clinical social work or counselling
- Will have a minimum of 5 years front line experience working with survivors of domestic violence, administering assessments, creating treatment plans, and delivering counselling services with
- Has a practice background in gender-based violence
- Has knowledge of community development & prevention models
- Has experience with developing and providing transformative programs and services
- Has experience leading teams and managing projects and programs
- Previous experience in the not-for-profit sector will be considered an asset
- Previous shelter experience will be considered an asset
- Is proficient in the use of Microsoft Office 365 software
- Holds a valid driver's license; and
- Is willing and able to travel throughout Alberta regularly

## Working conditions

This position is based out of the ACWS office located in Edmonton, Alberta. Hours of work are subject to requests for support and will require evening and weekend work. Typical working hours are 7.5 hours per day, Monday to Friday, during regular office hours (8:30 - 4:30).

The position is currently a hybrid working arrangement (in-office with the ability to work from home), but this may be subject to change.

## Physical requirements

This position requires spending significant periods of time working at a computer and talking on the telephone. Travel to various areas of the province regularly is required.

## Direct reports

This position will have direct reports.

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