



Regina Work Preparation Centre

Job Title: Director of Programs

Job Purpose

The Director of Programs is responsible for the overarching leadership, administration and direction of all programs and services offered by the Regina Work Preparation Centre.

The Director of Programs works independently and collaboratively with Team Leads and Program Staff to direct, develop manage and implement activities in the follow areas: one to one, group, brief assist and self directed vocational services; technical assistance and contract management with government, private and community partners; research and evaluation of programs and services; human resource management including recruitment, retention and discipline.

The Director of Programs position requires a proven, forward-thinking, and dynamic individual to provide proactive leadership and vision in developing new and innovative programs. This includes exceptional analytical, interpersonal, organizational and writing skills, strong skills in relationship building and management as well as sound judgement and discretion.

Committed to fostering a collaborative environment that supports growth, development and leadership at every level, this Director of Programs and Services will cultivate a workplace that thrives on lifelong learning, strategic risk taking and continuous change to get ahead of, and respond to the needs of our clients, community and the economy.

Key Accountabilities

Strategic and Thought Leadership

- Build cross sector relationships to work collaboratively with diverse, strong and influential partners to achieve common goals.
- Engage in local, provincial and national relationship building to increase Work Prep's visibility and ensure strategic program and organizational growth.
- Monitor national, provincial and local initiatives in the career development field including innovation and best practices to inform staff and incorporate into programs and service delivery.
- Work with the Executive Director (ED) to implement strategic visioning, planning and activities to achieve strategic priorities.
- Participate in senior staff and board activities to inform service delivery and strategic plans and will lead implementation of service delivery strategies, plans and approaches in alignment with the board approved strategic plan.

- Ensure service delivery systems and program staff understand, internalize and incorporate equity, diversity and inclusion practices that enable stakeholders and clients to fully engage in the programs and services.
- In consultation with the ED lead a service delivery team that thrives on lifelong learning, strategic risk taking and continuous improvement to get ahead of and respond to the changing needs of clients, community and the economy.

Financial Management:

- Work with the Executive Director to complete budget development for new and renewed programs and contracts.
- Oversee the management of contract budgets to ensure the effective and compliant use of grant and contract funds, including all reporting requirements.
- Understand overarching organizational funding to ensure the maximization of resources to meet organizational, staff, client and contract needs.
- Collaborate with Team Leads and Financial Coordinator to identify and resolve any challenges or risks with financial management systems.
- Coach and mentor supervisors oversee the maximization of financial resources directed to clients and service delivery including participant supports, certificate training, employment supports and group supplies.
- Coach and mentor supervisors to oversee the approval and reconciliation of paid and unpaid leave.
- Review and report on grant and contract spending to Executive Director, outlining any successes, challenges and risks and problem solving solutions and action.
- Adhere to Work Prep administrative and recordkeeping guidelines to support accurate documentation for sound financial reporting.

Team Management and Development:

- Develop and implement a system to evaluate the skill, experience and professional development needs of all staff and implement a professional development plan to address employee experience, skill gaps and organizational commitments.
- Promote and foster an environment in which proactive thinking, curiosity, continuous improvement and creativity are encouraged and rewarded.
- Lead the implementation of performance measurements across all programs to ensure consistent, high quality evaluation and goal setting for all service delivery employees.
- Collaborate with Team Leads to support program staff to define expectations and achievement of personal and professional growth, fostering a work environment focused on ongoing coaching, feedback, mentoring, and regular dialogue relative to progress and achievement of expectations.
- In consultation with the Team Leads, recruit, hire and oversee training and orientation of all service delivery staff members.
- Lead Team Leads in the coaching of program staff to identify gaps in services and present ideas and opportunities for discussion.

Program and Service Delivery Management:

- Serve as a senior leader for career and workforce development content, program design, and evaluation; directing, coaching and mentoring supervisors in the dissemination across all programs.

- Lead and direct the development and maintenance of regular and timely program updates across all programs to ensure cross pollination of ideas, knowledge building and resource sharing. This includes the development of knowledge management systems and supporting processes.
- Lead and direct program and service delivery activities to ensure program excellence through sound evidence base, outcome measurement, key deliverables and performance measures to position Work Prep as a leader regionally and provincially.
- Serve as a senior leader, directing, coaching and mentoring Team Leads in program design, delivery and evaluation.
- Coach and mentor Team Leads to ensure the effective, efficient and confidential collection, processing and reporting of quality program files, reports and information requirements
- Monitor scopes of work to ensure timeliness, quality and accuracy of activities within grant and contractual agreements. Work with Team Leads to implement and improve reporting tools, and ensure timely accurate reports and communication with funders, the ED and the Board.
- Lead the collaborative development of survey, monitoring and evaluation tools that integrate staff, client and stakeholder feedback loops.
- Lead the evaluation of programs and services for the purpose of learning, growth and development of staff, the program and the organization.
- Cultivate existing relationships with community partners, referral agents, schools and networks with the goal of strengthening referral processes inbound and outbound and promoting Work Prep and its programs and services.
- Collaborate with ED to:
 - Write grant proposals to secure new resources to expand the organizational portfolio and capacity for innovation.
 - Seek and develop new funding partnerships and leverage those relationships to successfully secure grant and contract bids.
 - Write and submit bids in response to RFPs and CFPs that is consistent with organizational strategic direction, and involves staff across the organization. This may include collaborative grant writing with individual staff or in teams.
- Responsible for funder relations, including formal and informal communication regarding current contract inquiries, all contract reporting requirements and negotiation or renegotiation of contracts.

Candidate Profile

Education

- A degree in social sciences, human services or equivalent combination of education and experience.
- Reality Therapy Certified or a commitment to pursue Certification. *
- Motivation Interviewing and Stages of Change Training or a commitment to pursue. *

* While commitment to pursue will be considered, candidates will be expected to effectively demonstrate an understanding of Motivational Interviewing, Stages of Change, and Reality Therapy/Choice Theory and its application to career and employment services.

Experience

- Strong leadership skills and management experience, including proven ability to develop team performance and a genuine desire to coach and mentor.
- At least 5 years of project management experience in the human service sector in a community based/not for profit setting.
- Experience in career and employment services, particularly in the human service sector and in community based organizations.
- Ability to lead and support in a diverse and inclusive environment.
- Demonstrated success building and maintaining constructive relationships with diverse individuals, groups and industries.
- Demonstrated success in developing and evaluating program models and selecting and successfully operationalizing innovative programs.
- Skilled at contract management, including writing grant and contract applications, negotiating contracts, management of contracts and reporting of contracts.
- Previous experience working with individuals who face barriers to successful participation in the labour market, youth, and/or individuals who have been involved in the provincial and federal justice system.

A combination of education and experience may be considered.

Core Competencies:

- Strong focus on strategic orientation and innovative problem solving; solutions focused.
- Self motivated, able to balance multiple and competing priorities or deadlines, excellent organizational skills and ability to monitor multiple projects/program tasks as delegated to program staff.
- Strength in recruiting, managing, developing and coaching individuals and teams, finding common values and goals to empower them to elevate their accountability and performance.
- Knowledge of employment and educational programs, career counselling, counselling theory and practice and vocational assessments.
- Understanding of current and emerging workforce and career development issues.
- Demonstrated labour market acumen, intellectual curiosity as well as the ability to view old problems with fresh perspectives

- Excellent written and oral presentation skills with the ability to engage, inspire, build credibility and engender trust with diverse audiences. This includes the ability to build coalitions, negotiate and resolve conflicts effectively while preserving important relationships with funders and partners.
- High level of knowledge and understanding, especially as it relates to program replication, connecting programs to funding, creatively generating other resources and building strategic partnerships.
- Demonstrated results in managing through complex systems and proven experience negotiating win-win agreements.
- Personal qualities of integrity, credibility and a commitment to and passion for Work Prep's mission, vision, values and principles.

Reporting: Executive Director

Reports: Direct: 3 Team Leads, 1 Program Admin, 1 Direct Service Provider. Indirect: 13 Direct Service Providers.

Salary & Benefits:

\$71,732 annually

Comprehensive Extended Health and Dental Plan

Life and AD&D Insurance

Long Term Disability Insurance

Family Service Employee and Family Assistance Program

RRSP plan

Scheduled days off in addition to vacation time

Apply by providing a cover letter and resume – by September 10, 2021 – to:

Ashley Boha, Executive Director

C/O Lisa Boryski, Executive Assistant

lboryski@workprep.ca