

We are excited to be hiring for a Manager of Employment Services to lead our organization's quest to improve lives through employment and community involvement. This position's role exists to implement, monitor and deliver employment programs and community inclusion services that fulfill the organization's mission.

A successful candidate requires:

- ✓ A university degree or diploma in social services related field, Certificate or Diploma in Employment Counselling or competency based on a combination of education and experience.
- ✓ Demonstrated knowledge of customized/supported employment models and career planning and assessments.
- ✓ Strong understanding of employment practices, standards and policies.
- ✓ Experience supporting people with developmental disabilities an asset.
- ✓ Ability to create and maintain a strong profile in the local community, provincially and within the sector.
- ✓ Strong leadership skills to manage staffing teams.

Semiahmoo House Society has a strategic vision of being an internationally recognized champion of inclusion and person-centred practices and we embrace innovation and creativity as a way of achieving this vision. If you would like to part of our team,

Please send your resume to recruit@shsbc.ca or fax 604-536-9507

See our website for more information. www.semi-house-society.com



Name:	
Position:	Manager of Employment Services DRAFT
Department:	Community Services
Manager's Title:	Director of Community Services
Date (mm/dd/yy):	July 14, 2017

Purpose of the role (broad description of why the role exists)

To implement, monitor and deliver employment programs and community inclusion services that are congruent with the vision and ends of the organization and that reflect organizational values that ensure a good quality of life, full citizenship and inclusion.

Included:

Customized Employment Services
Supported Employment and Training Services
Pre-Employment Services
Personal Development Services

Intake and Referrals

Excluded:

Family Support Services
Day Care Services
Programs of a Vocational and Recreational Nature

- Acquired Brain Injuries Services
- Recreational and Leisure Services

Generic accountabilities—all employees (As an employee, I am accountable for the following)

- Doing my best at all times.
- Supporting the Society's Ends, Philosophy, Values Statement and strategic goals.
- Working cooperatively with others.
- Carrying out assigned work.
- Participate in PQI initiatives.
- Informing my immediate manager if progress on tasks is exceeding or is less than what is expected.
- Asking my supervisor to clarify expectations when needed.

Manager accountabilities (As a manager, I am also accountable for the following)

- My direct reports' outputs
- The result or impact of my direct reports' behaviour.
- Building and sustaining an effective team capable of producing required outputs.
- Providing my team with effective managerial leadership, including
 - holding regular team meetings.
 - setting context for work.
 - planning.
 - assigning work effectively.
 - appraising team members' personal effectiveness.
 - carrying out merit reviews.
 - coaching.
 - selecting and inducting team members.
 - when appropriate, deselecting team members from a role.
 - continually improving processes.

Manager-once-removed accountabilities (As an MoR, I am also accountable for the following)

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Specific role accountabilities (These are a breakdown of the purpose of the role into key elements. They should be in enough detail to provide clarity on what the individual will be called to account for on the role. Accountabilities are not time-bound, or as detailed as goals, objectives or task lists.)

1. Planning:

- With the direct support of the Community Service team and guidance provided by the Director of Community Services, develops and executes a short term Community Service Plans to achieve departmental objectives (based on the Ends of the organization).

2. Service Delivery:

- Implements and monitors service delivery systems that meet the departmental objections based on the Ends of the Organization and the needs of the people supported in Community Services
 - Ensures the provision of employment services to job seekers and employers.
 - Designs, implements, and maintains Community Services' employment initiatives
 - Adheres to and continuously improves program procedures and practices
 - Monitors, assesses, and reports on the effectiveness of program services in meeting departmental objectives
 - Assists the Director of Community Services in the planning and organizing of services for new program areas to meet individual needs and choices.
 - Controls and directs the provision of services within the 4 different program areas.
 - Monitors external environment for changes in employment regulations, standards, and best
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practices

- Interpretes employment regulations and standards for staff, employers, job seekers, and other stakeholders.
- Supervises the coordination of employment service activities.
- Ensures the production and maintenance of records, reports, and correspondence

3. Financial and Asset Management:

- Participates in the Community Services budgeting process through review and recommendations.
- Manages of the departmental budgets.
- Supervises program expenditures to ensure they remain within the existing budget.
- Monitors trends in the department's budget and implement actions to address negative variances.
- Manages Community Service Program`s physical assets:
 - *Management & maintenance of departmental resources including physical plant, equipment, inventory, supplies and vehicles*
 - *Uses assigned resources effectively to meet supported indivudals needs needs and requirments*
 - *Makes recommendations to management on resource needs*

4. Staff Leadership:

- Recruits and selects direct report Community Service staff
- Establishes role responsibilities and role descriptions for Community Service staff
- Trains and develops, and assures performance of direct report staff and Contractors.
- Establishing and maintaining staffing talent for the Community Services department that meets current and future needs.

5. Risk Management and Compliance

- Take all necessary actions to ensure compliance with statutory requirements, legislated regulations, policies, professional standards, and governance requirements in Community Services.
 - Inform the Director of Community Services of situations that could potentially create liabilities for the organization.

6. Building the Relationships Necessary to Further the Society's Vision and Mission

- Creates and maintains a strong profile in the local community, provincially, and within the sector.
 - Collaborates with other service providers and funders to develop & resolve intra-agency and cross agency initiatives & issues as directed.
 - Develops and sustains external relationships necessary to ensure employment opportunities for people supported
 - Ensures a positive reputation of the Community Services department in the community
 - Maintains and improves relationships with people supported and stakeholders
 - Participates in provincial and federal employment initiatives
 - Represents the Society on multi-agency committees, projects, and working groups.
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So that...

The Society has Home Living Services that achieve the following:

People with disabilities live self-directed lives in the community at a justifiable cost:

1. People are valued members of society:

- 1.1. People perform different social roles.
- 1.2. People are respected.
- 1.3. People live in integrated environments.
- 1.4. People participate in the life of the community.

2. People decide how they live their lives, and make informed choices:

- 2.1 People are connected to personal support networks.
- 2.2 People have intimate relationships.
- 2.3 People choose where and with whom they live.
- 2.4 People choose their work
 - 2.4.1 People have paid employment opportunities
 - 2.4.2 People have volunteer opportunities
 - 2.4.3 People have entrepreneurial opportunities.
- 2.5 People choose and use their environments
 - 2.5.1 People choose services
 - 2.5.2 People have recreational opportunities
 - 2.5.3 People have travel opportunities
- 2.6 People have educational opportunities
- 2.7 People have opportunities to explore spiritual needs

3. The rights of people are protected:

- 3.1 People are safe.
 - 3.2 People have the best possible health.
 - 3.3 People exercise rights.
 - 3.4 People are treated fairly.
 - 3.5 People are free from abuse and neglect.
 - 3.6 People experience continuity and security.
 - 3.7 People decide when to share personal information.
 - 3.8 The community is aware of the universal rights of all people
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In a way that...

- Incorporates best practices
- Follows the principles and practices of Person Centred Thinking
- Adheres to the Accountability Based Management Principles
- Builds trust while demonstrating and reinforcing our Values, Code of Ethics and Code of Conduct
- Embraces open and respectful communication and genuine relationships across internal and external stakeholder groups
- Models behavior that reflects the organizations values and desired culture
- Supports accountability for one's actions
- Brings out the best in people by fostering high performance, innovation, and initiative
- Shows resourcefulness and creativity at solving problems
- Promotes a forward-thinking and fun environment that celebrates diversity, team work and learning
- Takes a positive and productive approach to resolving conflicts
- Supports SHS's long term vision
- Makes best use of our resources, processes, and systems
- Ensures the rights of people as prescribed in the UN Convention on the Rights of Persons with Disabilities, the Canadian Charter of Rights and Freedoms and related legislation
- Complies with Collective Agreement
- Complies with all workplace Health and Safety Regulations including WorkSafe BC
- Complies with contractual obligations to funders
- Complies with the Occupational Standards of Competence for public service employees

Authorities and Boundaries