



## **Program Manager**

### **ROLE DESCRIPTION**

#### **Our Mission**

To provide a safe supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

**Boys and Girls Club of Airdrie** is a nonprofit, community based organization providing programs to children, youth and families that support healthy physical, educational and social development. Programs are offered throughout 9 locations in Airdrie and surrounding communities.

#### **Staff Support, Supervision and Consultation**

- Provide supervision, direction and support to program staff
- Participate in recruitment and hiring.
- Support Program Coordinators and Team Leaders in all part-time staff recruitment and hiring.
- Assist Program Coordinators/ Team Leaders in program/ agency orientation of staff.
- Support Program Coordinators/ Team Leaders in managing staff grievances, probations and/or dismissals (if applicable).
- Attend staff meetings a minimum of once per month
- Provide scheduling support to Program Coordinators/ Team Leaders, and effectively resource to ensure adequate coverage of staffing and supervision in situations of absence or peak periods.
- Create and maintain a positive, supportive and rewarding work environment.
- Organize trainings and workshops for staff.
- Create and manage agency Program Calendar.

#### **Volunteer and Practicum Students Development**

- Ensure a sound management and support structure is in place for program volunteers and practicum students.
- Encourage, promote and facilitate the utilization of volunteers within programs.
- Set annual program volunteer and practicum student targets and work with Program Coordinators and Team Leaders to ensure targets are met.
- Knowledge and experience in development; implementation and recruitment or volunteers.
- Provide leadership to build, enhance and evaluate the systems, policies, and procedures in relation to volunteer involvement.

#### **Program Implementation**

- Provide leadership in the implementation and development of new and innovative programming.



- Ensure that existing programs are effectively integrated with internal and external programs.
- Assist in proposals and funding reports for existing or new funding sources.
- Ensure programs have implemented the Program Logic Model and that staff have the appropriate skills to ensure its implementation.
- Ensure facilities are well maintained, clean, organized and represented in a professional manner.

### **Community Development and Liaison**

- Maintain partnerships with all relevant external agencies.
- Promote awareness of our services with the larger community.
- Ensure all programs provide volunteer opportunities for work in the community (volunteer community initiatives).
- Ensure all agency communication accurately reflects programming.
- Develop effective working relationships with Funders (if required), in order to effectively advocate for our members and programs and services.
- Participate on committees as needed and requested.

### **Quality Assurance**

- Ensure implementation of program policies, procedures and standards.
- Conduct focus groups with youth once a year and report results to Program Director.
- Complete monthly Manager Reports and submit to the Program Director.
- Ensure Program Coordinators and Team Leaders maintain good file management procedures and effective and efficient systems.
- Ensure that yearly outcome reports are completed.
- Ensure program model is reviewed with the Program Director and that program safety, consistency and stability is maintained.
- Work closely with the Program Director to ensure compliance to expectations of evaluation criteria.
- Conduct risk assessments for BGCA programs

### **Fiscal Control**

- Ensure that budgets are adhered to.
- Ensure all standards, policies, procedures and practices relating to fiscal control are adhered to.
- Ensure control for overall revenues and expenditures within the allocated budget.
- Consult with the Program Director to maintain fiscal integrity of the program budget.
- Ensure Program Coordinators and Team Leaders receive accurate budget records and take corrective action in the event of significant variances.

### **Agency Support and Leadership**

- Participate in management meetings.
- Participate in agency fund raising, special events and represent the agency at external events and meetings.



Boys & Girls Club  
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- Practice and promote the agency code of ethics and adhere to the code of conduct.
- Provide agency on-call emergency support for programs.
- Responsible for the delivery of agency trainings, as required.

### **Knowledge and Skill Requirement**

- Bachelor of Human Services preferred or a related degree with experience.
- Must have experience in delivery and/or management of programs, extensive knowledge of prevention programs for children and youth.
- Three to five years experience in a supervisory/management position.
- A preference of five or more years experience working directly with youth and families in a community-based setting.
- Strong leadership, interpersonal and communication skills.
- Strong problem solving, organizing, planning and analytical skills.
- Proficient computer knowledge of Microsoft Office as well as excellent oral and written skills.
- Hold a Class 4 license (or willing to obtain prior to employment) with clean drivers abstract.
- Hold current CPR Level C and standard first aid.
- Clear security clearance and child welfare check.

Email or fax resume with cover letter to Roxanne Droppo

**Fax: (403) 948-5132 or Email: [jobs@bgcairdrie.com](mailto:jobs@bgcairdrie.com)**

Deadline for application: August 22, 2010

We thank all interested applicants; however only those selected for an interview will be contacted.