

Job Description

Director, Program Innovation

Reports to: Chief Executive Officer

Summary: Reporting to the CEO and working closely with the senior management team, the Director, Program Innovation promotes and supports program innovation through all GHS services, while having senior accountability for leadership and oversight of all aspects of service planning, policy development, program delivery and assessment for both existing and new services, in our of Learning and Employment Services department.

Specific Accountabilities:

Senior Leadership

- Works with the CEO and senior management on innovation of service delivery, and to position GHS as a leader in service delivery and innovation
- Works with the CEO and senior management on organizational strategy
- Works with the CEO and senior management on organizational strategy implementation, and integration of programs within the Learning and Employment division throughout the organization, and within the community
- Works with the CEO and senior management to build, maintain service delivery and ensure internal management succession
- Works with senior management team to market services

Learning and Employment

- Directs HR and personnel functions within the department
- Ensures compliance with the requirements of GHS policies and processes, CARF accreditation, funder contracts, and all applicable employment and service standards
- Provides leadership, guidance, and support to staff within the department
- Ensures stability and quality in day-to-day operations in Learning and Employment programs, including LifeStreams Learning, Supported Employment, Supported Self-Employment, OPTIONS Independent Learning, Person Support Initiatives, and other services that may be developed within the department
- Ensures that all daily operational requirements and standards are met, and that services are running at optimal capacity
- Ensures that services evolve to meet the changing needs of clients, families, and the community at large
- Ensures the development and implementation of individualized client support plans
- Engages and works with the stakeholders in service delivery, including families, caregivers, funders, advocates, and community partners
- Ensures that service-related complaints are addressed and resolved in a timely way

- Stays current with trends and innovations related to learning, employment, and service delivery models
- Acts as Manager of Learning and Employment Services if that position is not filled
- Develops and maintains service policies and procedures

Budget and Finance

- Works with the DFA to negotiate service contracts
- Works with the CEO, or designate, on fundraising and development strategies including grant proposals, donor relations, and communication and marketing strategies
- Works with the DFA and CEO in the budgeting process for services, and is responsible for ensuring budget compliance across the department
- Other senior duties as required

Preferred Qualifications:

- Ten years related, progressive experience in employment services, education, disability services, or rehabilitation, preferably with experience in at least two of these areas
- Related post-secondary education
- Five years senior management experience in a human services environment
- Demonstrated understanding of the needs of individuals with developmental disabilities
- Familiarity with the community living sector and more generally with the landscape for human and social services in British Columbia
- Experience as a manager in a unionized organization
- Experience in the business world; strong networking skills and a high degree of comfort and skill in engaging senior managers in business, community organizations, and government
- Strong communication skills, a leader with the ability to articulate and communicate a vision for the division and the organization
- Strong budgeting and financial management skills
- Experience working in a fast moving, fast growing organizational environment in which change is the daily norm
- A good sense of humour and an ability to work collaboratively
- Good negotiating skills