

# Employment Opportunity

## INTERNAL AND EXTERNAL POSTING



Position	Program	Details
<b>Manager of Community Services</b>	<b>BANYAN: SNAP Boys and Girls Program, Grocer Ease, Clinical Services and Hamilton Reintegration</b>	<b>Full Time Regular 40 hours per week</b>
Number of Positions	Duration	Salary
<b>1</b>	<b>Full Time Permanent</b>	<b>Pay Band – under review</b>

BANYAN is a multi-faceted non-profit organization located in Hamilton, Ontario. While many of our programs serve families and children in the Hamilton area, we also provide services in the Niagara area. We are currently seeking an enthusiastic, engaging, and positive Manager of Community Services to become part of our management team.

Working as part of a multi-disciplinary team, the Manager of Community Services will ensure strategies employed to support our clients in order to achieve their goals are individualised, objective, monitored, and evaluated. In addition, the Manager of Community Services will develop and maintain effective relationships with community and government organizations in the health and community care, children’s mental health and youth justice sector, and contributes to the on-going quality improvement of all program in his/her portfolio.

Will have direct supervision and performance management over the following:

- Program Supervisor SNAP® Boys/Girls Programs
- Grocer-Ease Shoppers
- Hamilton Reintegration staff
- Program Administrator
- Clinical Team Lead

### POSITION RESPONSIBILITIES

- Ensure program models are evidence based/informed, meet program goals and objectives and address individualised needs of clients
- Ensure programs are operated effectively and efficiently to meet budget, organizational, legislative, and client needs.
- Working in a multi-disciplinary environment to ensure that operational integrity is met.
- Develop promotional, public educational materials, and community liaison strategies as necessary.
- Provide public information, educational presentations, program promotion to both public and private sector groups/individuals
- Promote positive working relationships with other community agencies, support services and children’s mental health providers and other professionals in the community by sitting on committees/collaborative as delegated by the assigned Director, participating in workshops, conference presentations, and education to other agencies/community partners.
- Facilitate collaboration and developing effective teamwork practices, protocols and procedures
- Reviewing caseloads and program progress reports with program staff by providing supervisory and guidance as needed
- In conjunction with Human Resources, participate in recruitment, selection and retention of staff, ensuring orientation and mandatory training is completed.

- Overseeing the collection and maintenance of recorded information on clients for statistical, licensing, legal, evaluation, and research purposes.
- Facilitate regular team meetings with Grocer-Ease staff
- Responsible for monthly financial variance reporting
- Reviewing and updating policies, practices and procedures and ensuring compliance with all relevant legislation.
- Authorization of accounts payable, administration of petty cash, authorization of payroll, preparing billing for services
- Working with the assigned Director; preparing, monitoring and approving all program expenditures ensuring the program operates within the approved budget

## QUALIFICATIONS

- B.A. degree in Social Work, Psychology or a degree in a related discipline/field.
- A member of a regulated health profession or a member of the College of Social Workers
- Minimum 5 years supervisory experience demonstrated ability in successful growth/leadership of staff and positive employee relations.
- Extensive professional leadership experience, preferably in a non-profit/community capacity, or combination of related professional and management experience.
- Experience dealing with programs associated with disadvantaged populations, issues of poverty, domestic violence, mental health issues and addiction.
- Knowledge of Hamilton Community Services and Children Mental Health services desirable.
- Understanding of relevant legislation such as the Child and Family Service Act (CFSA), and Privacy Act/PIPEDA.
- Provide and maintain an acceptable Criminal/Vulnerable Sector Record and Health Assessment at own expense
- Position requires some travel periodically to monitor program development and implementation

*Banyan is an equal opportunity employer. We thank all applicants for their interest; however, only those selected for an interview will be contacted.*

*Banyan is strongly committed to fostering diversity within our community. We welcome those who would contribute to the further diversification of our staff.*

*We are committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to an employment opportunity, please advise our HR representative or hiring manager of the accommodation measures if required which would enable you to be interviewed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.*

**PLEASE FORWARD YOUR RESUME AND LETTER OF INTEREST BY NO LATER THAN NOVEMBER 16, 2017 TO:**

Banyan Community Services  
 688 Queensdale Avenue East, Suit 2B  
 Hamilton, ON L8V 1M1  
[recruit@banyancs.org](mailto:recruit@banyancs.org)

(905) 549-9011 (fax)