



JOB DESCRIPTION

Position Title:	Programs Manager
Reports to:	Executive Director
Hours of work:	32 hours a week worked Monday through Thursday, from 8:30 AM to 5:00 PM, on-site in the office
Location:	Victoria, BC and supporting remote locations
Term:	Permanent, full-time

Bridges has been providing life-change through our healing, education, and employment programs since 1988. Our services are open to all women (transgender and cisgender), non-binary, and two-spirit people who identify as a part of the women's community and who have been impacted by violence or trauma at any time in their lives. We aim to support those coming to our programs to reclaim their voices and personal autonomy, as they learn to achieve financial independence and security in rebuilding their lives.

We acknowledge with respect the traditional territories on which Bridges for Women is located are the lands of the Ləkʷəŋən peoples (Esquimalt and Songhees nations). We also offer programs and services in the territories of the WSÁNEĆ (Pauquachin, Tsartlip, Tsawout, and Tseycum nations), Malahat (Mill Bay), Pacheedaht (Port Renfrew), Scia'new (Beecher Bay), and T'Sou-ke (Sooke) peoples. We also deliver online programs in the traditional territories of the Kwakwaka'wakw, Nuuchah-nulth and Coast Salish peoples.

Position Summary:

As a key member of the interdisciplinary team, the Programs Manager will provide leadership and support in the planning, promotion, implementation, and evaluation of all Bridges programs. In their role, the Programs Manager will embody professionalism, foster collaboration, demonstrate exceptional management skills and think strategically.

Reporting directly to the Executive Director, the Programs Manager plays a vital role supporting Bridges growth and ensuring the organization continues to meet evolving needs of the community. Working closely with Bridges staff, the Programs Manager will help drive the organization's mission and impact.

The Programs Manager's key responsibilities include the following areas and may be revised based on the Society's needs:

Responsibilities:

Program Management

- Manages the planning, promotion, implementation, and evaluation of Bridges Programs.
- Initiates and sets goals for programs according to the strategic objectives of the organization.
- Ensures operations are consistent with regulatory guidelines and internal processes.
- Ensures data and client information is recorded in relevant databases according to funding requirements and organizational policy.
- Completes reporting requirements to meet deadlines as outlined in funding contracts and as requested by the Executive Director.
- Responsible for developing client service forecasts on an annual and quarterly basis to allow for budget and revenue forecasting and reporting.
- Participates in the development of the annual budget for Bridges Programs
- Monitors annual Programs Budget, with regular reporting to the Executive Director as required.
- Develops and maintains effective stakeholder partnerships that support and enhance Program delivery.

Staff Supervision:

- Guides and supervises program staff, through Team Leads, ensuring effective delivery of services while managing leave, performance, and day-to-day operations. Oversees training development planning, and issues management.
- Oversees the recruitment and selection of staff for the program department, ensuring alignment with organizational goals and values.
- Facilitates onboarding for new team members, including orientation to organizational culture, policies, and processes, to ensure a seamless transition into the team.
- Partners with the Team Leads to conduct regular performance reviews for program staff, establish annual goals, and monitor progress through ongoing feedback and check-ins.
- Provides coaching and support for staff, fostering professional growth and engagement. Develops individual employee plans within agency guidelines to promote skill development.

Program Facilitation and Curriculum Development:

- Monitors and supports Team Leads in the facilitation of virtual (synchronous and asynchronous) and in-person group workshops on personal development, trauma recovery and employment related topics. Participate as needed to ensure workshop quality and alignment with program objectives.
- Coordinates the planning, review and delivery of curriculum focused on trauma recovery with an emphasis on cultural safety, resource building and strengthening resilience.
- Engages local employers, community agencies and community members as program guest speakers.
- Oversees and supports the Team Lead in organizing and coordinating classroom learning, ensuring it aligns with program goals and standards.
- As part of a multidisciplinary staff team, collaborates on case conferencing, hiring committees, project development and curriculum writing
- Other duties as assigned within the scope of the role

Education and Experience:

- Bachelor's degree in social work, counselling psychology, education, or a relevant combination of experience and education in a related field will be considered
- A minimum of 5 years of recent related experience in a multi-service, community based non-profit organization
- Proven ability to supervise teams in social services or client-focused settings, motivating and supporting team members while managing performance.
- Skilled in budget development, program reporting, and spending forecasts.
- Experience in community engagement, relationship management, and trauma-informed counselling approaches somatic psychotherapy, incorporating trauma-informed approaches such as person-centered therapy, mindfulness, cognitive behavioral therapy, narrative therapy, integrative mind-body-spirit practices, and Internal Family Systems, among others.
- Proficient in MS Office with working knowledge and comfort in using virtual technologies in providing therapeutic services.
- Vulnerable sector criminal record check is a requirement for this position.
- Current First Aid, ASIST and CPR certification required (training provided, if not current).
- A valid driver's license and access to a reliable vehicle is preferred.

Knowledge, Skills & Abilities:

- A strong belief in Bridges for Women Society's mission and core values.
- Knowledgeable in intake, assessment, crisis intervention, and safety planning.
- Proficient in maintaining confidential client records and databases.
- Demonstrated understanding of issues specific to those identifying as part of the woman community from an intersectional feminist perspective.
- Knowledge of program design, delivery, evaluation, and continuous enhancement
- Knowledge of how violence, abuse, and poverty impact women's economic status and employability.
- Expertise in creating safety and building supportive, compassionate working relationships with diverse backgrounds that have experienced trauma.
- Exceptional written and oral communication both with an ability to find resolution in conflict and effectiveness in stressful situations.
- Understanding the importance of confidentiality and the privacy and protection of personal information and the sensitive nature of the Society's work

We aim to have the Bridges staff team reflect the participants we serve. We encourage self-identified women, non-binary people, and two-spirit people who identify with the women's community to join our team. We value diversity and lived experience, and (enthusiastically) welcome applicants who identify as Indigenous, racialized, a person with a disability, and/or a member of the LGBTQ+ community.