



CAREER OPPORTUNITY

Position: Program Manager

Department: Home Services

Hours: Monday – Friday 8:30am – 4:30pm

Posting: HS102

About Lethbridge Family Services

In operation since 1910, Lethbridge Family Services (LFS) is the tenth largest employer in Lethbridge, serving 8,100 clients annually through 380 employees. LFS stewards an annual budget of over \$21 million and has numerous contracts. LFS is a highly-accredited charitable organization that improves the wellbeing and quality of life for individuals and families in Southwestern Alberta. The organization is devoted to providing services to those in need, regardless of socioeconomic status, ethnicity, language, religion, gender identity, and family structures. We offer community-based support to facilitate human potential, choice, and independence. Through advocacy, public education, prevention, intervention, and community development, LFS responds to emerging family needs.

We offer a supportive, inclusive team environment with a strong commitment to work-life balance. We provide a competitive remuneration package, including a comprehensive benefit plan, generous vacation and personal time, employee and family pricing program for cellular service, and a discounted fitness membership. We support your career through opportunities to learn and grow, including paid professional development opportunities and on-the-job coaching and support. Our “family” culture supports many opportunities to participate in events including social club activities, annual holiday parties, and recognition events. Check out our website at www.lfsfamily.ca.

About the position

Reporting to the Director, Home Services, this management position is an integral member of the department’s management team and collaboratively manages and contributes to all aspects of our Home Services program. This position provides supervision to employees in the administrative duties of the Home Services department, and is responsible for various aspects of our program including planning, organizing, staffing, leading, and controlling program activities.

Responsibilities

- Collaborating with other managers to ensure effective and efficient operation of Home Services.
- Providing leadership to employees in Administrative section of the Home Services department including involvement in the full recruiting cycle, training, ongoing supervision and mentoring.
- Overseeing the Home Service department supplies, distribution of tools and resources needed by employees.
- Manage the department’s budget, and cost efficiency strategy
- Identifying and evaluating risks in Home Services, recommending and taking appropriate actions to control the risks.
- Back-up to providing leadership to supervisors and Health Care Aides
- Contributes to policy development and updates, creates and implements procedures as required and may conduct investigation and disciplinary actions.

Qualifications

- Bachelor's degree in Management, Human Services, Social Works.
- Equivalent combinations of education and experience may be considered
- Minimum five years' experience in leadership and management
- Proven ability to plan team organizational activities by establishing and monitoring tasks, objectives, and priorities.
- Outstanding interpersonal and communication skills, and the ability to nurture a positive culture and team-oriented environment
- A history and reputation of being a trusted leader guided by strong ethics
- Ability to foster continuous improvement to affect efficient and effective business operations
- Experience in developing, implementing, coordinating, reviewing, evaluating, and improving business procedures and policies, as well as organizational activities and initiatives.
- Excellent skills in all forms of communication including written, verbal and listening.
- Able to independently identify, manage and prioritize multiple responsibilities.
- Excellent solution-focused problem solving skills with a proven track record of making sound decisions.
- In depth understanding of change management and proven ability to effectively lead through change.
- Excellent time management and organizational skills, and proven track record of self-directed, continuous learning.
- Competent in using Microsoft Office. The successful candidate will be required to provide a Police Information Check.
- Possessing a nursing degree and experience is considered an asset.

Lethbridge Family Services is a highly accredited, charitable human services organization that improves the wellbeing and quality of life for individuals and families in Southwestern Alberta.

We offer a competitive salary, a comprehensive benefit plan, shift/weekend differentials, HCA certification and opportunities for growth in continuous learning and advancement.

If this sounds like an opportunity that interests you then we invite you to submit, in confidence, a resume and cover letter referencing job posting HS102:

humanresources@lfsfamily.ca

Start date: As soon as a suitable candidate is found.

We thank all candidates for their interest, however, only those selected to continue in the process will be contacted.

Lethbridge Family Services is an equal opportunity employer.

