



METRO VANCOUVER INDIGENOUS SERVICES SOCIETY

MVISS Program Director

Full-Time, Position

Vancouver, BC

WHO WE ARE

The Metro Vancouver Indigenous Services Society is a vibrant organization with many urban Indigenous member organizations. The Metro Vancouver Indigenous Services Society (MVISS) is a subsidiary of the Metro Vancouver Aboriginal Executive Council. As a result, teamwork and leadership is imperative, and the Indigenous Cultural Wellness Counsellor & Facilitator (ICWCF) requires structure, flexibility and clear decision-making.

WHAT YOU WILL DO

Under the direction of the MVISS CEO, the Program Director is responsible for:

- a. Development, monitoring and evaluating MVISS Mental Wellness and Substance Use Counseling programs and services' objectives and activities and ensuring that services provided incorporate a culturally based focus; maintaining the consistency of standards to ensure services and related programs express the policies and procedures of MVISS and within applicable legal frameworks, such as, but not limited to, the Mental Health Act; and in keeping with the spirit of Indigenous cultural philosophies and values; as well as any requirements of Vancouver Coastal Health Authority;
- b. Fully develop all forms, protocols, tools, systems for all aspects of the programs and services that will be provided by MVISS;
- c. Manage and Coordinate MVISS, in order to ensure effective Indigenous healing practices are the main focus as a cultural intervention;
- d. Cause to be conducted clinical supervision services to ensure all staff are meeting and maintaining above caliber standards of practice;
- e. Consult with MVISS staff on crisis response services, supervision, and support strategies and course of action; advising management on the resolution of Mental Wellness & Substance Use and leading the development, selection, implementation and management of strategies;
- f. Analyzing MVISS organizational issues and problems, researching best practices, developing solutions and providing advice in Mental Wellness & Substance Use Counseling Services, trends and strategic directions to senior management as communicated through the Board of Directors;
- g. Advising the MVISS CEO and acting as a lead internal resource to MVISS with respect to the application of Mental Wellness & Substance Use policies, standards and procedures and to ensure the Mental Wellness and Substance Use Counseling Services policies, standards and procedures comply with Indigenous cultural philosophies; the Mental Health Act and other related legislation and standards are complied with; and that Indigenous persons served are receiving service which treat them in a fair and equitable manner consistent with the Vision, Mission and Core Values of the organization;
- h. Monitoring the application of the Mental Wellness and Substance Use Counseling Services process governed by applicable legislation and regulations; informing staff and management on processes requiring corrective action; and ensuring critical incidents are documented, reported, and critical incident stress debriefing and management occurs in a timely manner to ensure compliance; identifying, analyzing and making recommendations for resolution of non-compliance issues, where applicable;
- i. Explore and accessing additional funding opportunities in order to enhance current program activities;

- j. Assist in facilitating the on-going development of effective working relationships between MVISS and MVAEC's staff and committees/roundtables; as well as various levels of government, other social service agencies, schools, hospitals, trauma units and applicable agencies in Vancouver/Richmond/North Shore (VRNS) service area;
- k. Providing leadership, guidance, direction and support to all members of the Mental Wellness & Substance Use Counseling Services team engaged in the provision of programs and services;
- l. Provide direct functional support, supervision and written performance evaluations of all staff and contractors under the Program Director's supervision, including Relief staff and practicum students;
- m. Participate in the recruitment, hiring and termination process regarding all staffing and contractor needs to ensure mental wellness and substance use counseling services are adequately fulfilled;
- n. Effectively manage human resources, including intimate familiarity of governing labor codes; applicable governing legislation; human rights codes, etc.;
- o. Ensure any and all reporting requirements are performed on time, accurate and comprehensive, designing and implementing any and all data collection systems to satisfy effective case management, client needs, and reporting;
- p. Ensure privacy and confidentiality is maintained as a term of employment for both the Program Director and the entire team they lead;
- q. Develop, evaluate quality, relevance, and effectiveness of existing organizational structure and systems of operation in terms of MVISS' Vision, Mission and Core values, goals and objectives; proposing necessary revisions and plans for implementation of change; participating in overseeing the application of new planning and outcomes;
- r. Participate in the Advisory Committee meetings for both the Expert Advisory Committee and the Community Advisory Committee; being receptive and accountable to advice received from these bodies; and providing advice to the CEO on matters concerning the quality and delivery of Mental Wellness and Substance Use Counseling Services;
- s. Ensuring the development, implementation of integrated service delivery from the point of intake to discharge for Indigenous people receiving Mental Wellness and Substance Use Counseling Services from MVISS in accordance with the vision, mission and core values of both MVAEC & MVISS;
- s. Effective management of Mental Wellness and Substance Use Counseling Services, setting program priorities, implementing planning and practice, as well as monitoring the status of facilities, equipment and supplies; and,
- t. Provide other written reports and briefs, in keeping with the standards and procedures of MVAEC & MVISS Mental Wellness and Substance Use Counseling Services reporting requirements.

1. Organizational Responsibilities

As a representative of MVISS, the Program Director (P.D.) is responsible for:

- a. Reflecting and interpreting the agency vision, mission and core values in his/her own work with enthusiasm and commitment;
- b. Leading and promoting commitment in others for the Agency vision, mission and core values;
- c. Understanding and performing in accordance with the legislation, policies and procedures of his/her own service, program and agency;
- d. Providing direct supervision, written probationary evaluations, written performance checklists and annual evaluations of all subordinate staff and contractors, including Relief and other support staff as well as practicum students;
- e. Seek out and provide direction to and primary review and management of the work of agreed upon professional consultants and purchase of service contractors, as directed by the CEO; including relief and other support staff;
- f. Participating in the recruitment, hiring, and termination process for all Mental Wellness and Substance Use staff, specialists, professional consultants and employees, as directed by the Chief Executive Officer;
- g. Understanding policies and procedures on employee rights, employment equity, access to information, privacy, safety and health- with respect to these policies, know the rights and obligations of managers and employees;
- h. Understanding and complying with the Legislative and conceptual basis, policies and systems for financial,

human resources and administrative management.

- i. Knowing the relationship of services of his/her own program to other Agency programs and to the MVISS Vision, Mission and Strategic directions;
- j. Developing and maintaining respectful, cooperative working relationships to contribute to the integrated, seamless delivery of services to MVISS Individuals and communities;
- k. Apply MVAEC & MVISS Cultural values and traditional teachings into policy and programming where possible;
- l. Participating willingly and constructively in the supervision process with the Chief Executive Officer;
- m. All other duties as required of this leadership management role as it relates to the safety and quality of comprehensive programs and services that are culturally-based and trauma-informed to support the healing needs for mental wellness and substance use counseling services.

2. Financial Management:

- a. Develop and/or contribute to the operating budget as required for the efficient operation of the MVISS organization;
- b. Contribute to monthly/quarterly budget reports as required;
- c. Ensure all financial reporting is performed in a timely manner and submitted to funding sources as required;
- d. Ensure that all aspects of the operation comply with budgets that have been approved by the Board of Directors and communicated through the CEO;
- e. Track and monitor program and/or project budgets that have been established with funding agencies to ensure day to day operations comply with generally accepted accounting principles and are consistently applied;
- f. Track and monitor payroll, annual and other leave, and process timesheets to ensure costs are contained within budget targets;
- g. Establish external and internal financial controls to safeguard assets including financial approvals, coding of invoices, budget monitoring;
- h. Meet with the CEO and bookkeeper, as required, to review monthly financial statements including any outstanding accounts receivable and payable details;
- i. Ensure proper records are developed and maintained to support that the annual audited financial statements process is conducted within commonly accepted accounting practices and standards;
- j. Create and process check requisitions/accounts payable, including membership fee invoicing and collection; Bank deposits.

3. Accountability

The Program Director (P.D.) is a core member of the organization's internal operations as a managerial role and is responsible for participating in MVAEC/MVISS strategic planning sessions, supporting budget preparations, making recommendations to the CEO on the overall efficacy of the operations of the MVISS organization. The P.D., like all staff, has a representation role, ensuring that the reputation of the organizations is maintained in good standing at all times with both internal and external contacts, however the P.D. is primarily the internal lead person ensuring the MVISS team runs effectively and efficiently with proper direction and support.

Each member of the core group has a responsibility to transfer appropriate information and knowledge to each other and/or others in the office, to ensure that work and job functions can continue uninterrupted in the event that a member of the core group is absent from the office. As well as working in collaboration with the core group, in some cases independent decision-making and/or problem solving will be required as part of the efficient management of the operations. The P.D. will work independently and in accordance with established organizational policies and procedures in the following areas:

- a. Programs/Services management;
- b. Ensuring proper engagement with staff and consultants for optimal performance, especially from a human resource function;
- c. Post Programs/Services management, example, reporting, dissemination, file closure, etc.; and
- d. Authorizing and/or implementing expenditures within stated approved budgets.

4. Qualifications and Education

- a. Masters Degree in a related discipline;
- b. Be a member in good standing of their respective professional association;
- c. Satisfy criminal records check and enhanced vulnerable population clearance;
- d. Seven (7) years' management and supervisory experience in mental wellness and substance services.
- e. Registered to provide clinical supervision.

5. Work Experience

- a. Seven (7) years of direct experience in similar related work environment setting;
- b. Experience in the provision of training and supervision, especially in trauma-informed practices with extensive knowledge working for and with Indigenous communities.

6. Skills and Abilities

- a. Excellent written and oral communication skills;
- b. Excellent supervisory, planning, organization, problem – solving, decision – making and liaison skills, and leadership skills;
- c. Personal and program evaluation skills;
- d. Ability to work independently while being capable of collaboration within a multi-disciplinary treatment team;
- e. Knowledge and understanding of the Mental Health Act and Indigenous Cultural philosophies and values and other related legislation as it relates to Indigenous people and their healing needs;
- f. Ability to apply theories in the assessment, planning and development of care services, management and administration;
- g. Ability to translate relevant government legislation and policy into agency policy and procedures;
- h. Ability to manage an organizational structure and systems of operation, which effectively and consistently enact agency policy and procedure;
- i. Ability to maintain confidentiality;
- j. Ability to work within the policies, standards, procedures and the vision, mission and core values of MVISS Wellness & Substance Use Counseling services;
- k. Solid working knowledge of the Indigenous cultural and philosophical values and practices;
- l. All other duties as required of this position.

CONDITIONS OF EMPLOYMENT

- a. Satisfactory Criminal Records Search;
- b. Ability to work flexible hours as determined by the CEO in relation to service requirements;
- c. Must possess a Class 5 Drivers License and have access to a personal vehicle;
- d. Medical recommended but not mandatory.

WORKING CONDITIONS

- a. The P.D. works in a professional office and healing environment;
- b. Work outside usual hours is required; including evenings and weekends from time to time;
- c. Is required to travel as required from time to time, including to Richmond, North Shore and within Vancouver, as well as other locations in and outside of the Province of BC.

NOTE: This job description is not intended to be all – inclusive. The employee may perform other related duties as required to meet the ongoing needs of MVISS.

Please submit your resume AND a cover letter to: operations@mvaec.ca. with Program Director in the subject line. In your cover letter: **please self-identify if you are of Indigenous ancestry**; and demonstrate how your education, knowledge, skills and abilities meet the requirements listed above.

Job post will remain open until filled.

Only short-listed applicants will be contacted for this posting.