



Date: July 6, 2023

Competition: 23-59

APPLICATIONS ARE INVITED FOR THE FOLLOWING FULL-TIME REGULAR POSITION

Position:	Program Manager, Centre for Counselling and Community Safety (Position #1000098)
Division:	Community & Social Justice Division, School of Health, Community & Social Justice
Reporting To:	Program Director, Centre for Counselling & Community Safety and Centre for Leadership

Justice Institute of British Columbia:

The Justice Institute of British Columbia (JIBC) is a public, post-secondary institution that provides education and training to those who'll be there to support British Columbians and others around the world, when a life is at stake or when health, safety or property is in jeopardy. Work for JIBC and be a part of the big picture – supporting justice and public safety professionals at all stages of their careers in fields including law enforcement, firefighting, paramedicine, security and emergency management.

As a JIBC employee you'll play a role in our educational programming, which also includes complementary and related areas of study – from conflict resolution, mediation, leadership and counselling, to cybersecurity, business intelligence, and tactical criminal analysis – as well as applied research in the justice and public safety fields. Join our team and help us prepare JIBC graduates to contribute to safer communities and a more just society.

School of Health, Community & Social Justice:

The School of Health, Community & Social Justice (SHCSJ) consists of two Divisions: Health Sciences Division (HSD) and Community and Social Justice (CSJD). Community and Social Justice Division consists of three Centres: Centre for Counselling and Community Safety (CCCS), Centre for Leadership (CL), and Centre for Conflict Resolution (CCR). The school offers a wide range of interdisciplinary programs and courses in counselling and community safety, leadership, conflict resolution, mediation and negotiation, as well as courses and programs in paramedicine and professional health education.

Position Summary:

Community and Social Justice Division (CSJD) seeks an experienced manager with business acumen and an educator's background, including curriculum development experience and expertise, for the position of Program Manager. Reporting to the Program Director, the incumbent is responsible for managing the virtual and/or in-person delivery of existing core client contracts and the virtual and/or in-person development and delivery of new core client and customized training contracts in the Centre for Counselling and Community Safety.

Primary Responsibilities:

Working closely with the Program Director and in collaboration with Centre and Division staff:

- Manages all aspects of virtual and in-person delivery of the Child Welfare Training Programs for the Ministry of Children and Family Development and other existing contracts for core clients.
- Manages all aspects of virtual and in-person customized course and program delivery in counselling and community safety including business development, in-depth needs assessment, customization and evaluation, responses to Request for Proposal (RFP), financial and client management, and day-to-day supervision of instructor assignments.
- Develops a strong business model approach to the identification, development, and delivery of customized training for existing and new clients and markets.
- Develops and maintains strong client relationships with government ministries and agencies, First Nations communities and organizations, and diverse businesses and organizations for delivery of courses and programs.
- Facilitates regular meetings with core client representatives to ensure effectiveness of program delivery, discuss future deliveries, contract renewals, etc.
- Works with instructors, instructional designers, Indigenous and other diverse communities, and professional associations and organizations, to ensure that products reflect current theory, cultural awareness and relevance, use of appropriate educational technologies, best practices, and the latest in skills development.
- Monitors business/sector trends and contribute to the Centre's business approach.
- Facilitates meetings and delivers presentations for stakeholders and potential clients to identify and develop business opportunities.
- Monitors government sites for and prepares responses/quotes to relevant Request for Proposal (RFP) opportunities.
- Provides consultation and direction to students, agencies, and organizations seeking assistance and guidance on training and professional development needs/opportunities in all areas of counselling and community safety including trauma informed practice, trauma and crisis intervention, critical incident stress management, motivational interviewing, bylaw enforcement, etc.
- Participates as a team member in the development of new credentials and courses.
- Manages contract faculty, including hiring, training, and performance management.
- Manages all financial aspects of core client and customized training contracts including budget development and maintenance, monthly financial reviews, variance reporting, and forecasting.
- Monitors contract revenues and expenses and related financial matters and applies mitigation strategies as required.
- Reviews and approves invoices, time sheets, expense claims, and leave forms within area of responsibility.
- Collaborates with other CSJD Centres, JIBC Divisions, and academies on common program interests.
- Represents CSJD on various JIBC committees and working groups.
- Other related duties as assigned.

Qualifications & Requirements:

Education and Training

- Master's Degree in a relevant field (adult education, social services, counselling, community safety, social justice, etc.), or an acceptable equivalent combination of education, training, and experience.

Knowledge, Skills, and Experience

- Minimum 5 years' experience in a similar administrative capacity, preferably within an education setting.
- Demonstrated ability to build internal and external relationships, work in a team environment, and build rapport and trust.
- Excellent collaborative leadership, supervisory, and mentorship skills.
- Proven ability to market training and develop proposals.
- Excellent interpersonal, written, and oral communication skills.

- Excellent organizational, analytical reasoning, problem solving, and conflict management skills.
- Demonstrated knowledge of adult education principles and commitment to excellence in culturally aware and relevant curriculum development.
- Current with theories and trends in adult education, counselling, community safety, and social justice.
- Experience with curriculum development and managing complex programs and projects.
- Demonstrated experience in financial costing, budget development and management, and financial reporting (e.g., variances, forecasting).
- Ability to understand and represent the business needs of the Division.
- Experience with project management or workflow management systems.
- Experience working with Indigenous communities or organizations is an asset.

Note: this position is eligible for a hybrid remote/onsite work arrangement subject to training and operational needs

We offer a total compensation package that includes a benefit plan, which includes Extended Health and Dental Benefits after three months, and enrollment in the College Pension Plan upon hire. In addition, we offer 20 vacation days and 10 Personal Days annually (pro-rated in first year), as well as generous other leave entitlements.

Salary Range: \$94,294.20 - \$104,704.60 per annum (Fair Comparison Faculty Equivalent Job Level L3)

Posting Date: July 6, 2023

Closing Date: July 19, 2023

Please submit a *resume, covering letter and copies of academic credentials*, quoting Competition #23-59 via email to: People and Culture at hr@jibc.ca

For more information about this position, please contact: Rehana Bacchus at rbacchus@jibc.ca

Justice Institute of British Columbia believes in creating accessible programming, workplaces and spaces that reflect the community we serve. Our desire is to continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees and students and where everyone feels empowered to share their experiences and ideas.

We encourage applications from members of groups that have been marginalized on any grounds named under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or a person of Indigenous ancestry.



LEARNING THAT TAKES YOU BEYOND