

Manager, Family Programs

About the Belonging Network:

For almost 50 years, the Belonging Network has provided groundbreaking programs for families, children, and youth. We believe that everyone needs to belong. We're working for a world where every child and youth has the love, stability, and support they need to reach their fullest potential.

The Belonging Network helps find families for the hundreds of children and youth in BC who are waiting for a permanent home. We provide education, support, and connection for BC's adoption and permanency community, which includes prospective and waiting adoptive parents, adoptive families, and families providing other forms of love and stability (such as guardianship, relatives raising relatives, and Indigenous customary forms of care). We support thousands of young people aging out of government care and navigating early adulthood.

About the role:

Reporting to the Director, Programs, the Manager, Family Programs is responsible for the day-to-day functioning of the organization's portfolio of services for adoptive and permanency families of all kinds. These services focus on 3 areas: support, education, and connection with other families. The Manager provides support to the Director, Programs, and supervises a team that currently includes a Family Support Specialist, Education Coordinator, Education Facilitators, and Program Assistant, while overseeing a number of special projects and contractors.

This is a full-time position working 5 days/week (35 hours), and based in the Lower Mainland. The Manager will work mostly from a home office, with some regular attendance required at our downtown Vancouver office. They must be able to undertake occasional travel locally and across BC.

Major duties and responsibilities:

Main accountabilities:

Departmental and team management

- Sets and meets departmental goals related to service provision and expansion of our family audiences.
- Supervises a small team, managing its performance and building its capacity.
- Manages the work of regular contractors.
- Develops and manages departmental and project budgets.
- Manages special projects, including developing goals and measures of success, developing work plans, hiring and supervising the work of contractors, coordinating the work of multiple contractors, and reporting on progress and outcomes to internal and external stakeholders.
- Upholds policies and procedures and participates in the organization's Performance Quality Improvement (PQI) and accreditation processes.

Provision of high-quality services to adoption and permanency families

- Monitors use of and satisfaction with our wide range of services and makes recommendations to improve/discontinue existing offerings and develop new ones.
- Implements or oversees the implementation of improvements to services.
- Ensures service contract deliverables and other commitments to funders are met or exceeded, and provides related reports.
- Provides guidance on complex cases and case consultations as needed.
- Provides direct service to service users individually or in groups, based on areas of expertise and experience.
- Creates and facilitates presentations and speaks/writes as a subject matter expert, based on areas of expertise and experience.
- Works collaboratively with other departments on projects and deliverables, as required.

Development of existing and new services

- Builds relationships with external partners and agencies to support a collaborative learning community.
- Works with these external agencies, as well as with contractors and Belonging Network staff, to identify trends, needs, and emerging best practices to inform our program development.
- Works with the Communications & Development team to increase market reach, particularly to our expanded audience of permanency families and child welfare professionals, and to supply impact stories and metrics to support fundraising.
- Develops, pilots, and refines new program offerings in response to the needs of the adoption and permanency community.

Qualifications & skills:

Required:

- Post-secondary education in an area of social services- social work, psychology, child welfare, or a related field, including adult education.
- Minimum 5 years of experience working with vulnerable families- ideally kinship, adoptive, foster, or other types of permanency families. An equivalent combination of experience and education will be considered.
- 3 years of experience in project management and staff supervision.
- Strong management and coaching abilities, role modelling professionalism in a sensitive and service-oriented environment.
- Collaboration and team-building skills.
- Strong written, verbal, and online communication skills.
- Technical skills including MS Office suite, and ideally experience with online platforms and tools such as DMS, IMS, LMS, and online platforms.
- Ability to handle multiple projects and prioritize work in a time-constrained environment.

Assets:

- Lived experience of kinship, adoption, or another permanency arrangement.
- Experience working with Indigenous communities and/or lived experience as a member.
- Familiarity with child protection in BC.
- Completion of any of these: adult learning and/or e-learning certificates, project management (PMP), Certified Training and Development Professional (CTDP).
- Experience developing online products, including education and training curricula.

Compensation:

Compensation will be based on a full-time salary of between \$65,000 and \$70,000 per year, depending on qualifications. The Belonging Network's benefits include a home office allowance, a comprehensive benefits package (we pay 100% of premiums), an RRSP matching program, 3 weeks of annual vacation, and support for ongoing professional development.

To apply:

Please email your cover letter and resume as one combined PDF document with "Manager, Family Programs" in the subject line to hiringcommittee@belongingnetwork.com. Applications will be reviewed as they are received. Please note that only candidates being considered for the position will be contacted.

The Belonging Network is an equal-opportunity employer. We recruit, employ, train, compensate, and promote regardless of race, religion, colour, place of origin, sex, sexual orientation, disability, age, and any other protected ground under The BC Human Rights Code. All qualified applicants will be considered for employment.

Our head office is located on the ancestral, unceded lands of the səliłwətaʔ (Tsleil-Waututh), Sk̓wxwú7mesh Úxwumixw (Squamish), and xʷməθkʷəy̓əm (Musqueam) Nations. The Belonging Network is committed to listening, learning, and participating in truth and reconciliation.