



Manager of Programs

Hours:	35 hours per week
Starting Salary:	\$22.00 - \$25.00 per hour
Benefits:	<ul style="list-style-type: none">• Health benefits package (upon completion of probationary period)• 3 weeks of vacation per year
Reports to:	Executive Director

Mission and Vision

The mission of the West End Seniors' Network (WESN) is to enhance the quality of life of older adults by providing social, recreational, educational and supportive programs and services that foster connection and inclusion in the broader community.

The vision of WESN is a Vancouver community that supports and empowers older adults to live involved, healthy and fulfilling lives.

Background

Founded in 1979, WESN delivers a range of programs and services for older adults in the West End and Coal Harbour neighbourhoods of Vancouver. WESN has over 850 members and three locations:

- Barclay Manor (1447 Barclay Street)
- Kay's Place (Denman Place Mall, 118-1030 Denman Street)
- Clothes and Collectibles Thrift Store (Denman Place Mall, 110-1030 Denman Street)

Job Summary

Based at Barclay Manor, the Manager of Programs is responsible for delivering approximately 55 programs and events throughout the year. The successful candidate will oversee a team of over 100 volunteers that lead WESN programs and events offered at Barclay Manor and offsite.

Duties and Responsibilities

Programs and Events

- Develop, plan, promote, deliver and evaluate WESN programs and events and joint programs and events with other community agencies
- Lead the planning and delivery of three annual special events, including a community festival with 1500+ attendees and a luncheon with 225 attendees
- Lead WESN participation in a minimum of six annual community events
- Coordinate program and event logistics (e.g., secure permits, vendors and entertainment, advertising, order supplies and equipment, set-up and take-down, cash floats, expense reimbursement, contingency plans, etc.)
- Train, supervise, support and schedule volunteers to lead programs and events
- Work with the Manager of Volunteer Resources and Community Services to develop and maintain volunteer position descriptions and plan and implement volunteer appreciation activities
- Recruit and monitor external program facilitators and presenters
- Oversee program and event registration processes
- Collect participation, evaluation and volunteer data
- Serve as a primary point of contact with the Vancouver Board of Parks and Recreation and the West End Community Centre Association (WECCA) for program and event room bookings
- Complete grant applications and reports for funders
- Supervise summer student employees and other contract staff
- Provide coverage for volunteers at programs and events as required
- Serve as the WESN representative to the Vancouver West End Community Response Network

Newsletter

- Produce monthly newsletter, including design, layout and content
- Manage advertising and invoicing for newsletter in conjunction with the Administrative and Program Coordinator and the Bookkeeper

Other Duties

- Support the day-to-day operations of Barclay Manor
- Update WESN member and volunteer database
- Participate in WESN staff meetings
- Assist with website edits and with social media account management
- Support other WESN program and service activities as necessary

Qualifications

Experience, Education and Training

- Degree or certificate in gerontology, adult recreation or equivalent education and experience
- Experience with developing and delivering programs and events for older adults
- Experience working with older adults with a range of physical and mental capacities
- Minimum of two years of experience in the not-for-profit sector
- Experience managing and training staff and volunteers (certificate in volunteer management or equivalent education is an asset)
- Personal experience as a volunteer is an asset
- Experience with data collection and program evaluation
- First Aid, CPR and AED training is an asset
- FOODSAFE and Serving It Right certification is an asset
- Class 5 driver licence is an asset

Abilities

- Strong interpersonal, communication, presentation and facilitation skills
- Excellent oral and written English skills are essential (the ability to speak an additional language is an asset)
- Strong organizational and time management skills with attention to detail
- Strong analytical and problem-solving skills
- Work independently and collaboratively with other WESN staff and other organizations
- Proficient with Microsoft Office (Word, Excel and Powerpoint)
- Proficient with InDesign and other graphic design software
- Proficient with MailChimp and WordPress
- Present a professional and welcoming image to members, volunteers, clients, and the general public
- Stay on task in a busy environment with regular interruptions
- Proactive, flexible and positive when faced with a new task or challenge
- Remain calm and think clearly in stressful situations
- Lift and move furniture and other materials
- Proficiency with social media (including Facebook, Twitter, Instagram, Hootsuite, LinkedIn and YouTube) is an asset

Knowledge

- Issues and challenges older adults may experience
- Relevant community programs and services available to older adults

Conditions of Employment

- Satisfactory completion of a criminal record check.
- Normal working hours are scheduled between 8:30am to 5:30pm, Monday to Friday. However, working hours are flexible depending on operational requirements. The ability to work occasional evenings and weekends is required.

How To Apply

Please email (in PDF format) your resume and cover letter to Hiring Committee at jobs@wesn.ca by 4:30pm on Monday, July 23, 2018. Applications will be reviewed as they are received, and interviews may commence before the closing date.

Only applicants invited for an interview will be contacted. No phone calls please.

WESN is committed to our staff team reflecting the diversity of our community. As such, we encourage applications from older adults, persons with disabilities, members of visible minorities, First Nations and Métis people, people of all sexual orientations and genders, and others who may contribute to the diversity of our staff team.