



Giving Hope Today

Employment Opportunity The Salvation Army Community Services (Calgary)

Family Program Manager

Position Type: Regular Full Time – 80 hours bi-weekly

Location: East Campus

Position Summary

Oversees and provides direct operational and strategic direction and all responsibilities required for Community Services (Calgary) Family Programs. This includes, but is not limited to, programs related to the classroom space and services/programming provided for individuals/families (adult education, children programming, emergency food and taxes), ensuring alignment with overall mission and strategic plan within the provisions of Christian faith-focused services. This role will act as a knowledge holder and supervisor for the Family Program staff and a liaison for the community families being supported.

Hours/Schedule

Regular Full Time - 80 hours bi-weekly;

Monday - Friday; 8:30 am to 5:00 pm

What you will be doing in your role

- Leads the enhancement of current Family Services/Programs and the development of new ones in areas of need and opportunity.
- Plans and develops programs based on organizational and/or community needs and ensures activities and events are made available for all family members as appropriate.
- Co-ordinates program and special events with attention to the yearly calendar of events at The Salvation Army CS(C) to ensure availability and operational feasibility.
- Reviews, develops, and implements Family programs that meet the target audiences internal and external needs. Engages in ongoing planning to ensure programming reflects needs as they evolve.
- Develops, implements, and evaluates program goals that support the annual CS(C) strategic and operational goals; ensures a Christian spiritual dynamic to all programming and services.
- Builds a program team that is qualified, equipped, and enthusiastic. Seeks to develop family programs in concert within overall CS(C) Calgary programs, to create continuity of care.
- Initiates, maintains, and promotes positive working relationships and communications with community stakeholders, government, and agencies; represents TSA at decision-making tables in the program sector(s).
- Ensures programs are fully staffed with qualified staff and they have the resources to do their jobs.
- Hires, trains, retains, develops, and coaches direct reports to meet client needs, increase program effectiveness and continuous quality improvement related to programs services.
- Ensures employees are paid accurately and on-time utilizing electronic payroll system and follows all Salvation Army policies, procedures, and practices; effectively utilizes, supports, evaluates, and retains volunteers.

Required Education, Experience and Competencies

- A post-secondary diploma/degree of three academic years.
- Completion of an Undergraduate University Degree in a related field (e.g., BSW, Community Development, Social Services) will be considered as an asset.
- An alternate combination of education and experience will be considered.

- A minimum of five years of experience in the social service sector, including leadership, financial management, program, and social service management experience.
- Sets clear standards and practices to deliver quality services in accordance with accreditation processes, intended program outcomes; builds an ongoing continuous improvement and learning environment.
- Excellent communication skills (verbal/written); strong sense of integrity and confidentiality with professional ethics; strong skills in MS Office (Excel, TEAMS, Word, PPT) to prepare/present information.
- Leads with effective change management and staff engagement principles to promote excellence and strong teams; sound management skills including setting direction, managing performance, assessing capability.
- Exemplifying highly ethical standards of conduct; knowledge, understanding, and a commitment to equity, diversity, and inclusion; proficiency in strategic planning, program development and evaluation.

Successful candidates, prior to hiring, may be required to provide/complete background check consent

Please apply by sending a cover letter and resume to: CSCalgary.HRResumes@salvationarmy.ca and please use the competition # **FPM020824 in your email subject line.**

This competition will remain open until the position is filled.

We thank all applicants and those selected for an interview will be contacted.

For more than 130 years, The Salvation Army has had the privilege of serving vulnerable people in communities across Canada. Last year, we helped over 1.7 million people. The Salvation Army not only provides the necessities of life such as food, clothing, and shelter, but our programs address needs such as addictions, language barriers, loneliness, unemployment, and family challenges. Our services continually adapt to meet emerging needs.

Mission and Core Values

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

Our values underpin all that we do:

Hope: We give hope through the power of the gospel of Jesus Christ.

Service: We reach out to support others without discrimination.

Dignity: We respect and value each other, recognizing everyone's worth.

Stewardship: We responsibly manage the resources entrusted to us.

The Salvation Army will accommodate candidates as required under applicable Human Rights Legislation. If you require a disability related accommodation during this process, please inform us of your requirements.



Imagine Canada believes that charities and non-profits have a responsibility to be innovative, transparent, accountable, ethical, and well-governed.