



Manager Job Description- Pathways to Education

Recipient of the
2016 Surrey Board
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Surrey Child and
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Workplace Award

Position Summary:

The manager aims to carry out the strategic objectives of Pacific Community Resources Society (PCRS) to ensure the provision of effective and efficient services to our participants. As a member of the leadership team, the manager fosters and influences the agency's relationships with funders, and maintains broad external contacts. This position requires a sound understanding of service operations and management, applicable legislation, staff leadership, advocacy, team building, contract management, culture sensitivity, and service evaluation.

The Pathways to Education Program™ is a national program, operating in 20 communities across Canada and provides a comprehensive set of academic, social, financial, and individual supports to youth. The primary goal of the Pathways to Education program is to enhance the educational success of youth living in the Downtown Eastside/ Strathcona communities in Vancouver and Guildford/Whalley communities in Surrey.

The Manager will lead the work of the staff team to ensure the successful planning, implementation, evaluation and ongoing development of the Pathways to Education Programs. This position will also be responsible for fund development and supervision of supervisory staff, strengthening and expanding community partnerships, and the growth and sustainability of the program overall. The position will require a willingness to work within complex partnerships and networks both in and outside the community that support the specific academic and psychosocial needs of participating youth. This position reports to the Director, Vancouver Youth Services.

Key Areas of Accountability:

- Strategic Vision
- Operational leadership
- Team building
- Stakeholder relations

Primary Duties:

1) Strategic Vision

Participate in the development of the Strategic Vision.

2) Operational Leadership:

- Implement and evaluate the Agency Operational Plan.
- Hire, on-board, lead, supervise, and mentor staff.
- Ensure overall operations, quality assurance and service delivery; implement and administer contracts; monitor, report, and assess service performance related to meeting contract outcomes.



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- Participate in financial planning and oversight; support supervisors to become fiscally responsible for their budgets. Completes budgeting and reporting as required by Pathways Canada and other funders.
- Explore and pursue opportunities for partnerships, and develop proposals for service expansion, renewal, and development.
- Understand and apply PCRS's policies and procedures.
- Apply Occupational Safety and Health standards to safeguard the health and safety of staff.
- Work within applicable Act/Regulations and roles of government and funders. Identify, address and resolve issues related to policy, service provision, and facilities where applicable
- Respond to participant complaints and address concerns through identified complaint procedures.
- Work with the board of directors and their committees as required.
- Ensure program adheres to Pathways Canada contract and standards.
- Completes evaluation and results reporting as required by Pathways Canada and other funders.
- Ensure data security and integrity.

3) Team Building:

- Lead and develop an engaged, collaborative and effective staff team.
- Communicate effectively with coworkers and supervisors, and participate in the leadership team and team efforts.
- Provide professional development and training.

4) Stakeholder Relations

- Advocate and promote the agency's services, funding needs, and value to the community.
- Maintain effective and appropriate relationships with funders, partner service delivery organizations, government officials, volunteers, and community groups.
- Participate on committees, working groups, and associations; and develop community networks relevant to managed services.
- Engage in public relations with government policy-makers, media, and the public.
- Represent PCRS at community and official functions.
- Liaise with national and provincial membership organizations.
- Build and maintain effective relationships with local school districts and schools to sustain and enhance program delivery.

Academic and Job Experience Required:

- Master's or bachelor's degree in a relevant discipline, combined with at least five (5) years' experience in a leadership/manager position responsible for the development, implementation and evaluation of operational programming related to services.
- An equivalent combination of education and experience will also be considered.
- Demonstrated experience in program management, staff leadership, supervision, fiscal management, and budgeting.
- A thorough knowledge of relevant government legislation.
- Experience working with target population.
- A thorough knowledge and understanding of the social determinants of health, particularly as this relates to education.



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- Experience creating and working within a culturally inclusive environment for staff, partners, and participants.
- Experience in asset-based community development and engagement.
- Effective team building and mentoring skills.
- Strong verbal, interpersonal, presentation, and written communication skills.
- Excellent time management skills: ability to balance multiple, often conflicting priorities.

Basic Requirements:

- Criminal record check including the vulnerable sector
- Use of own vehicle required (Mileage is paid)
- Driver's abstract

Manager's Signature

Director's Signature

Date