



## Community Services Manager

This is an excellent opportunity to support a locally based team in a large, non-profit organization located in Vancouver. GREATER VANCOUVER COMMUNITY SERVICES SOCIETY is a multi-service non-profit organization supporting the independence and well-being of the elderly, people with disabilities, children and youth, and others who require support to retain or regain health and autonomy. Since 1972 the dedicated team at GVCSS has provided compassionate, effective and client-focused care that helps people retain their independence and remain living safely at home. We are seeking a dedicated and experienced full time Community Services Manager to lead the daily operations of our Community Services Department. This is a key management role focused on ensuring high-quality service delivery, staff supervision, and the safety and maintenance of residential facilities.

### **Key Responsibilities:**

1. Develops, implements, monitors and evaluates the development of policies and guidelines, standards, within accepted industry standards; develops standards of practice in conjunction with the Community Services Director.
2. Communicate/liaise with Community Living BC, VCH, PHC, Ministry of Social Development and Poverty Reduction regarding the individuals and needs required for the individual in conjunction with the Program Supervisors and LPN Supervisors.
3. Communicate/liaise with various related organizations and family members regarding implementation, and quality of care for the persons served.
4. Ensure quality assurance standards are adhered to within the Community Living Development programs for CLBC, VCH and PHC Standards, WSBC, CARF and COR in conjunction with the Community Services Director.
5. Ensure that goals are designed and implemented and evaluated for the individual's health care plan, behavioral support plan, individual care plan and personal service plans are carried out in each program. To attend annual personal service plan meetings.
6. To identify training needs, develop strategies, and provide opportunities to upgrade the knowledge and skills of staff and supervisors to meet the demands in service delivery.
7. Responsible for overseeing the occupational health and safety requirements within the programs assigned. Represent their program area on the JOSH committee.
8. To oversee the levels of community involvement and life skills for each person served within the programs assigned.
9. To provide annual performance evaluations for Community Living Supervisors , in accordance with Community Services Director- and to carry out disciplinary action, when required, for Community Living Supervisors, in accordance with the Collective Agreement.

10. Liaise with families, medical professionals, and other community support professionals as required. Act as liaison when required for person served and related community services/professionals.
11. Responsible for conducting interviews for potential Community Living positions or casual staff in conjunction with an approved Supervisor and/or Human Resource Assistant.
12. Responsible for conducting Head Office and Program Orientation of new Community Living employees as well as onboarding new program Supervisors.
13. Responsible for completing site monitoring of each program twice yearly (six months apart) in conjunction with the Community Services Director.
14. Attend quarterly staff meetings, staff development and in-service training sessions, as determined by leadership.
15. Responsible for adhering to all OHS and SWP in the agency and department.
16. Ensure that Community Living programs always comply with CARF, COR and WorkSafeBC standards.
17. Home Share Coordination: setting up new home share providers, liaison with CLBC for new home share individuals, monitoring Home Shares, monitoring the individuals, developing policies and guidelines, ensuring the Home Share Providers comply with all annual requirements.
18. Responsible for monitoring program expenditures in conjunction with Community Services Director.
19. Liaison with finance and payroll in conjunction with Community Services Director.
20. Take part in disciplinary meetings and participate in investigation meetings.
21. Monitor the use of ShareVision, Surge Learning and ComVIda in conjunction with the Community Services Director.
22. Perform as the acting Community Services Director in their absence.
23. Performs other related duties as required.

**Education and Work Experience Required:**

- Post-secondary certificate in a related field
- Completion of a supervisory certificate from a recognized educational institution, or an equivalent combination of education, training and experience
- Two (2) years experience in a supervisory role
- Valid Class 4 B.C. Driver's License
- Current, valid "Emergency Adult Care" First Aid and Cardio-pulmonary certification

### **Skills and Abilities:**

- Ability to work as part of a team, as well as independently
- Ability in conflict resolution, critical thinking and personnel interaction
- Possess technical skills and expertise in using MS Office software, Surge Learning and ComVida
- Working knowledge of Share Vision
- Working knowledge of simple budgets
- Competency in written and verbal communication
- Ability to work under pressure
- Ability to plan, develop and manage diverse programs and their systems
- Demonstrated ability to work in a team setting and collaborate with other agencies and care providers.

GVCSS offers rewarding careers coupled with a generous benefits package which includes membership in the Municipal Pension Plan. Compensation for this position is \$33.00 - \$42.50 per hour depending on experience (subject to HEABC wage classification/benchmark confirmation). This is an office-based position. GVCSS provides a paid parking space at our office. A vehicle will be required in order to visit our various program sites. If this challenging opportunity interests you, please submit your resume and cover letter by **April 28, 2026** online at <https://www.gvcss.bc.ca/jobapp.htm>. For more information about our organization, please refer to our website: [www.gvcss.bc.ca](http://www.gvcss.bc.ca). GVCSS is an equal-opportunity employer. We thank you in advance for your application, but only qualified candidates will be contacted.