**JOB POSTING**

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| **Title:** **Director of Programs**  Hours of Work: Monday to Friday, 37.5 hours per week, Permanent Full-time  Compensation: $91,650 - $101,400 annually  Paid time off between Christmas and New Year, Day off on birthdays, contribution  towards training/wellness.  Probationary period: 4 months |

**Society Profile:**

Seniors Services Society of BC is a community-based non-profit charity located in New Westminster, B.C. We support older adults (60+) who are homeless or at risk of homelessness with housing and system navigation services. In addition, we provide non-medical practical support for older adults (60+) in New Westminster to promote independent living and offer Housing Navigation training to support individuals and agencies assisting seniors provincially.

**Position Summary:**

The Director of Programs, reporting to the CEO, is a key member of SSSBC’s senior leadership team, responsible for ensuring the effective, efficient, and high-quality delivery of services that prevent and address homelessness and housing insecurity among seniors across British Columbia.

This position provides operational leadership to service delivery teams and ensures operational excellence across multiple sites and program areas. The Director of Programs plays a critical role in stewarding the SHINE model, housing navigation programs, and wraparound support services as SSSBC continues to expand its provincial reach.

**Job Details and Compensation:**

This is a full-time position – 37.5 hours per week, with the core working hours of Monday to Friday, 8:30am - 4:30pm, some evenings and weekends as needed.

Salary will depend on the applicant’s qualifications, experiences, and skillset.

Range of pay: $91,650 annualy – $101,400 annualy based on experience and skillsets.

Paid time off between Christmas and New Year, Day off on birthdays after successful completion of the probationary period and contribution towards training/wellness.

**Key Responsibilities:**

**Service Delivery Oversight**

* Oversee day-to-day operations of all service programs and provide supports to the Program Managers.
  + SHINE Information and Referral, Housing Navigation and Outreach Services
  + Community Support Services including Better at Home and Social programs
* Ensure consistent, high-quality service delivery across all program sites and partner agencies.
* Monitor program performance and client outcomes to ensure accountability and continuous improvement.
* Lead integration of evidence-based practices in partnership with research partners (e.g., SHINE collective impact study).

**Staff Leadership & Development**

* Provide direct leadership to program managers, supervisors, and administrative teams.
* Foster a supportive, trauma-informed, and high-performing workplace culture.
* Support staff development, training, succession planning, and leadership capacity-building.
* Champion staff wellbeing and resilience, particularly within high-stress service environments.

**Operational Excellence & Risk Management**

* Ensure effective operational systems, policies, and processes that support program delivery, quality assurance, and compliance.
* Identify and mitigate operational risks, ensuring organizational readiness for growth and adaptation.
* Support operational readiness for new funding, contracts, pilots, and provincial initiatives.

**Data, Evaluation & Reporting**

* Oversee operational data collection, analysis, and reporting.
* Support the integration of research, evaluation, and practice for program improvement.
* Ensure timely and accurate reporting to funders, research partners, and Board of Directors.

**Financial Oversight**

* Work closely with the CEO and Finance team to manage operational budgets, monitor expenses, and support financial reporting.
* Ensure efficient resource utilization across programs.
* Assist in developing funding proposals and support financial sustainability strategies.

Other duties as assigned based on the operational requirements such as monthly board meeting attendance

**Qualifications:**

* Minimum 7–10 years of progressive leadership experience in nonprofit, social services, housing, healthcare, or related fields.
* Proven experience in multi-site, multi-stakeholder service delivery operations.
* Demonstrated expertise in staff leadership, coaching, and team development.
* Strong understanding of housing insecurity, homelessness prevention, mental health, addictions, and seniors' services.
* Experience with government funders and public sector contract management (e.g., BC Housing, United Way, Health Authorities).
* Skilled in systems thinking, change management, and collaborative leadership.
* Strong financial literacy, data-informed decision making, and outcome measurement experience.
* High emotional intelligence, cultural humility, and trauma-informed leadership approach.
* Excellent communication, negotiation, and relationship-building skills.
* Post-secondary education in social work, public administration, nonprofit leadership, or a related field (master’s degree preferred).
* Class 5 BC Driver’s license with access to a reliable vehicle
* Criminal Record Check clearance with working with vulnerable sector (i.e., seniors)

**How to Apply:**Please submit your resume and cover letter via e-mail or fax only. **NO PHONE CALLS PLEASE.**

We thank for all applicants; however, only qualified candidates will be contacted. OPEN UNTIL FILLED.

**Contact: Alison Silgardo, CEO, Email: alison@sssbc.ca**