



Manager of Programs

JOB DESCRIPTION

Pay Scale: 80,000-90,000 annually, 3-weeks' vacation, benefits.

House of Wolf & Associates specializes in Social Justice Infrastructure design that is pro-active, responsive, trauma-informed, and sensitive to your community's needs. Our Social Justice Infrastructure work and design refer to a network of in-house programs. Our highly individualized programs address intergenerational trauma as the root cause of crime and criminality and provide long-term resources and solutions. Our mission is to support and inspire Indigenous communities to build upon traditional knowledge to support community wellness and healing.

We're looking for a Manager of Programs to join our dynamic team to support the development and implementation of our programs and operational strategies. The key activities, skills, effort and working conditions are detailed below.

1. KEY ACTIVITIES

- Assists in the development and implementation of Indigenous Community Safety Program reports, recommendations, and operationalization strategies, including metanalysis work, CPTED creation, and strategic planning.
- Investigates and analyzes Community Safety issues, as assigned, making recommendations for primary, secondary, and tertiary interventions to the Chief Operating Officer and Chief Executive Officer/Founder
- Provides recommendations to direct supervisor regarding remedial action based on investigation and analysis of issues
- Coordinates and executes engagement strategies for community's as designed, and directed, by Chief Operating Officer
- Coordinates, and/or participates as a member of project teams and working groups as assigned
- Coordinates, and/or participates in various departmental, inter-departmental, and non-governmental organization meetings on policy and program initiatives.
- Monitors program performance, including ensuring the integrity of initiatives utilizing established guidelines.
- Collects and reports data and metrics relating to project outcomes for monthly, quarterly, and fiscal review by Chief Operating Officer, Chief Executive Officer, and stakeholders
- Executes and organizes operational strategies, as per identified guidelines, in supporting First Nations' in the development of social infrastructure projects such as the Community Safety Officer portfolio.
- Provides support, oversight, and direction to community stakeholders in the operationalization of programs
- Participates as a member of project teams and working groups involved in HOUSE OF WOLF & CYFN Mental Wellness & Resiliency Initiative programs, and various other portfolios, as requested by Executive Leadership
- Participates in various departmental, inter-departmental and non-governmental organization meetings on policy and program initiatives.
- Provides advice to Executive Leadership, and drafts discussion papers, briefing notes, and reports on various portfolio priorities
- Monitors program performance, including ensuring the integrity of initiatives utilizing established guidelines.
- Collects and reports data and metrics relating to project outcomes for monthly, quarterly, and fiscal review by Chief Operational Officer
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- Leading project teams for multiple portfolios (MWCR, AIP, Community Safety/Social Justice Infrastructure, etc., and as identified by Executive Leadership)



- Provides support, supervision, guidance, performance reports and oversight to subordinate staff to ensure program integrity, staff wellness, and cultural safety. Develops and implements operational procedures and policies as they relate to management of multiple programs, as well as policies and procedures relating to staff oversight and management, and submits to Executive Leadership.

2. SKILLS

- Knowledge of behavioural sciences, particularly with respect to Indigenous programs and initiatives, and their generalizability to successful program implementation.
- Research, statistical methods, simulation and analytical techniques to perform policy and trend analysis, conduct long term studies and develop models to choose one method, technique or practice over another, according to set standards and practices. This knowledge also allows the incumbent to assess the methodology used in carrying out research to determine the validity of results and their potential for application in program integrity planning.
- The organization, mandate, authorities, roles, responsibilities, plans and key players of First Nation departments and NGO's. This information is used to identify the appropriate authorities to whom to direct enquiries, to obtain and respond to requests for information and to research and provide advice to regional managers and employees regarding the assessment and intervention programs and activities
- Techniques for producing and disseminating written material, such as policy statements, business plans, special reports, guidelines, discussion papers, position papers, operating procedures, summaries, options, etc. Writing skills are required to prepare project management framework proposals, evaluation reports, strategies and plans, project/program development proposals, and executive reports and briefings.
- Expert analytical skills to conceptualize, plan, develop and manage specialized intervention projects and frameworks; formulate strategies; develop strategic plans and specialized policies; plan and manage project teams; and provide specialized strategic advisory services to CYFN Leadership.
- Time management skills to handle a number of simultaneous and urgent requests; provide consulting and technical expertise on the various projects; set priorities; and, manage the day-to-day operations of the portfolio.
- Presentation and training skills to deliver specialized presentations and training to colleagues and various stakeholders.
- Excellent written communication skills are required to successfully, succinctly, and respectfully complete Community Assessment reports, executive briefings, summaries, and strategic plans for review by Executive Leadership
- Knowledge of project management's and performance review's theories, principles, methods and practices in order to contribute to the review and assessment of projects; and planning methodologies including environmental scanning, risk assessments, and definition of criteria in order to assist in the development of annual and long-term plans.
- Knowledge of methods, techniques, and practices of statistics to draft documents, to oversee data collection, and to perform statistical analysis for the development/coordination of programs and projects.
- Knowledge is also required of departmental business lines, methods of operation, constraints, individual First Nation differences and/or preferences to assist in the development of policy and operational options.
- Knowledge of legislation, policy, and regulations relevant to HOUSE OF WOLF & CYFN's programs to provide advice and guidance to subordinate staff in the delivery of operational services to the First Nation populations.
- Analytical skills are required for researching, gathering, analyzing, and synthesizing information related to the initiatives and programs to develop documents, reports, and recommendations for use
- Communication skills are required to persuade HOUSE OF WOLF Executive Leadership to implement certain initiatives, proposals, procedures, or courses of action where differences in opinion may be expected; to consult with external stakeholders (Indigenous Community Organizations, First Nations, Justice Committees etc) to define their requirements; to facilitate discussions on emerging issues with respect to multiple portfolio initiatives activities; to discuss information in lay terms when briefing stakeholders and project team members.

3. EFFORT

Effort is required to:



- Write reports and documentation on Indigenous Initiatives studies and analysis of program and policy issues. Further effort is required to formulating ideas and advice for Executive Leadership's review.
- Manage and resolve a range of problem cases of varying complexity. This work must often be done under pressure, with a tight deadline and an imposed schedule. There are frequent interruptions, and attention must be given to several tasks and a range of different specialists.
- Interpret general policies in areas such as programs involving services offered to at risk Indigenous Yukoners, so that they are applied consistently throughout the Territory. Policy implementation must take into account the capacity of operational units and budgetary constraints. Decisions must be made in setting priorities and statements must be submitted to Executive Leadership – both internal, and client based - to convince them of the necessity of redefining these priorities and redistributing resources as a function of objectives.
- Anticipate future needs in the area of intervention programs and needs, to plan the creation and implementation of new programs or new ways of offering them. This requires the analysis of population demographic needs identified by data collection techniques and assessment of the capacity of existing program delivery systems to meet these needs.
- Read and analyze information over a broad range of topics in the area of criminal justice, behavioural sciences and human resources management, to identify relevant techniques and strategies likely to improve program service delivery.
- Recognize problems, analyze them and make recommendations so that effective projects and activities are implemented. This work must be done in a vast and diverse Territory; the incumbent is confronted with divergent political, economic and social environments and must deal with the relative dispersion of operational units throughout the Territory. Solutions applied in one area or location may not suit another
- Respond to internal and external enquiries and information needs. This requires researching, analyzing, preparing and disseminating required information.
- Analyze and/or review various initiatives and program issues and their impact on the Territory, which may entail the study of complex or sensitive material contained in audit, investigation, or other reports.
- Participate as a member of working groups to understand the details of initiatives or issues and to participate in the deliberation of ideas, proposals or inputs raised by members. Effort is also required when preparing position papers, reports, final documents, briefing notes, and other material.
- Integrate Traditional Knowledge within scope of practice, documentation, policies, procedures and program specifications; to synthesize information on complex initiatives issues, and gauge underlying intentions; and to establish and maintain networks of contacts and expertise in order to ensure that the programs and activities reflect inputs, opinions, and advice from subject matter experts and professionals.

4. RESPONSIBILITIES

Human Resources

- Manages staff, recruits, and selects personnel, assigns work and projects to staff, establishes objectives and performance standards, monitors and evaluates work performance against planned deliverables, recommends training and development of staff and takes any necessary staffing or disciplinary actions
- Responsible to develop performance measurement frameworks to guide project team members; monitors their implementation and application; identifies performance gaps and takes appropriate courses of action.

Financial Resources

- Responsible for performing cost benefit analysis on new and existing Initiatives programs to determine which presents the best option as it relates to cost and value.

Technical Resources

- Responsible for the custody and care of a personal computer, laptop computer, software, and related manuals.



5. WORKING CONDITIONS

- The work is performed in an office environment, which leads to exposure to ambient noise and unscheduled visitors. This work must occur within Whitehorse; and will involve travel to remote communities as organizational need arises. This may require long drives and/or dealing with the stress of delays/time changes/crowds associated with air travel. There may be, at the Employer's discretion, opportunity for remote and tele-work when deemed appropriate due to operational needs.
- There is a continuous requirement to accommodate changing priorities, tight deadlines, and competing demands from regional and national stakeholders, senior management, as well as other stakeholders, resulting in time pressures and a lack of control over the pace of the work.

To find out more about House of Wolf please visit our website: houseofwolf.ca

Please send your resume and cover letter to una@houseofwolf.ca