



JOB TITLE:	Program Manager
JOB STATUS:	Employee, Full-Time Permanent
REPORTS TO:	Co-Executive Director (Sean Easton)
REMUNERATION:	Salary \$55,000 - \$58,500/year
SCHEDULE:	Average 36 hours per week: four 8.5hr shifts/week + thirteen additional 8.5hr annually.
BENEFITS:	4 weeks paid vacation 10 days paid sick/personal leave Whistler Blackcomb pass - winter and summer Extended Health Benefits including EAP (after completion of probation period) RRSP matching (after completion of probation period)
REPORTING:	Reporting to the Co-Executive Director (Programming)
REQUIREMENTS:	Clean criminal record check Class 5 driver license, clean driving abstract, commercial car insurance
MILEAGE:	\$0.55/km

About Zero Ceiling

Zero Ceiling provides love and support to the young people in our programs. Through unconditional relationships we strive to create a safety net to help our program participants heal and grow – where they are supported through successes and challenges. As a social justice organization, we understand we must support the individuals where there are, as well as work to change systems of oppression that have marginalized them in the first place.

Job Summary:

The Program Manager provides oversight to the Work 2 Live (W2L) and Adventure Session (AS) programs. Their priority is to support the programming staff team. The Program Manager will lead compassionately by modelling ZC's guiding principles and practice approaches.

Duties and Responsibilities:

- Exemplify relationship centred practice.
- Leads and manages the Work 2 Live (W2L) and Adventure Sessions (AS) programs.
- Provides oversight, leadership, and mentorship to their team of youth workers and program support workers.
- Ensures that programs and services are provided in alignment with ZC's vision, mission, guiding principles, strategic plan, and policies and procedures.
- Is a contributing member of the Management Team and assists to promote a positive, vibrant, and healthy workplace culture.
- Ensures we are delivering programming in line with government contractual obligations (legal, financial, reporting, etc.)
- Oversee and manage programming budget.



- Oversee all elements of the W2L and AS programs: supportive housing, employment placement, case management, life skills, land-based programming, family dinner, mental health supports, referrals, etc.
- Provide on-call coverage of after-hours emergency phone line
- Staff onboarding, training, performance management and reviews
- Provide monthly/as needed staff supervision
- Support staff with critical incident debriefs
- Oversee and approve timesheets and expenses
- Assist with fundraising events and initiatives
- Other duties as required

Qualifications:

- Degree in social work, child and youth care, or related field;
- Two years of recent management experience in social services, including direct supervisory experience;
- Previous direct program delivery experience in social services or relevant lived experience;
- Or an equivalent combination of education, training, and experience.
- Strong snowboard/ski and mountain bike skills an asset

Skills and Abilities:

- Self-motivated, able to work independently and organize work and time efficiently.
- Ability to problem solve and think creatively.
- Ability to navigate government ministries and social services agencies to support participants.
- Strong advocacy skills.
- Demonstrates a strong understanding of personal and professional boundaries and has strategies in place to support themselves and their staff with self-care and well-being.
- A high level of written and oral communication skills.
- Demonstrated ability to use Microsoft Office (Word, Excel, Outlook, Teams).
- Has a demonstrated knowledge of trauma-informed, decolonial, strength-based approaches.
- Has strong understanding of the effects of colonization, intergenerational trauma, and structural discrimination and racism.
- Has a strong understanding of harm reduction practices.