



Job Posting

Watch the ASL version [here](#).

| | |
|-------------------------|---|
| Title: | Manager, Community Outreach Services |
| Location: | Vancouver, BC (Quebec Street Office) |
| Position Status: | Full-time, 35 hours per week |
| Reports to: | Director, Programs + Services |
| Supervision of: | Therapeutic Activation Program Community Outreach Program Better at Home Program Employment Services |

ABOUT THE OPPORTUNITY

Position Summary:

The Manager, Community Outreach Services co-ordinates and supervises the provision of employment services, senior outreach services, the Therapeutic Activity Program for DeafBlind persons, and community projects and outreach services for the Agency for our Deaf, DeafBlind and Hard of Hearing clients. They are responsible for ensuring that all services are provided in an accountable, professional, confidential, and ethical manner and that the delivery of services is guided by the clients' best interest. The Manager, Community Outreach Services works with other departments within the organization and with external service delivery partners and government bodies.

Essential Duties and Responsibilities:

- Work with Director, Programs + Services to identify, plan, implement and oversee initiatives in the development of programs and services; collaborate on inter-departmental work, projects, programs and communications, as required
- Foster and maintain a safe and respectful work environment for staff providing guidance and oversight
- Ensure services are provided in an accountable, professional, confidential and ethical manner; ensure delivery of services is guided by the clients' best interest
- Coordinate social enterprise [fee-for-service] contracts (e.g. Accessibility Audits and sensitivity training)
- Support the full employee lifecycle including training, performance assessment and compliance with human resource processes
- Plan, prioritize the work of staff, providing strategic and tactical guidance and coaching to meet service standards and objectives
- Effectively handle caseload, maintain client files, and oversee Case Conference - intake/review/referral process
- Oversee the department budget and expenditures including purchases of equipment as required
- Support the Director with statistical reports required by funding bodies within deadlines and sourcing funding opportunities
- On-going collaboration with professional organizations, government departments, public organizations, and relevant community personnel on accessibility service issues
- Participate in community education (e.g. presentations, health fairs, media interviews, etc.), as required

ABOUT YOU, THE CANDIDATE

Qualifications:

- Master's Degree in Community Development, Social Work, Counselling Psychology, or equivalent
- Minimum of 5 years supervisory and employment or counselling work experience
- Satisfactory completion of a criminal reference check with vulnerable populations
- Wavefront Centre for Communication Accessibility is a bilingual environment, ASL/English, **fluency in American Sign Language (ASL) is highly desired for this position.**

Skills & Knowledge:

- Thorough knowledge of the communities of Deaf, DeafBlind and Hard of Hearing individuals, their communication needs, culture and the social, educational and psychological impact of hearing loss
- Able to communicate effectively and professionally with a range of people including: Deaf, DeafBlind and Hard of Hearing individuals as well as interpreters, health care professionals, employers, funders, and other stakeholders.
- Demonstrated sensitivity to working in a culturally and socio-economic diverse environment
- Comprehensive knowledge of organization policies, procedures, and standards of care
- Effective communicator (verbal and written); able to deal effectively with co-workers, physicians, other health care professionals, clients and their families, and external agencies
- Demonstrated ability to function as an effective leader, mentor, coach and facilitator
- Demonstrated ability to organize work, set priorities, meet deadlines, provide follow-up and work under the pressure of time constraints
- Demonstrated ability to develop educational programs and materials, project plans and implement new programs
- Able to work as part of a team and independently with minimum supervision
- Proficient computer skills; organized with excellent attention to detail and able to effectively operate a computerized information system
- Collaborative approach working with other members of the department and across the organization

ABOUT WAVEFRONT CENTRE FOR COMMUNICATION ACCESSIBILITY

Established in 1956, Wavefront Centre for Communication Accessibility is a BC based, charitable not-for-profit organization operating as a social enterprise. Wavefront Centre delivers innovative services in Audiology and Communication Devices, Counselling, Seniors Outreach, and Accessible Communication Services that assist people who are Deaf, DeafBlind and Hard of Hearing achieve full communication accessibility.

Hours of work:

This role offers 35 hours of work per week. The typical hours of work are 9:00am to 5:00pm, Monday to Friday. Flexibility, including the ability to work Saturdays, is preferred.

Workplace safety:

In order to do all we can to ensure the safety of our staff and clients, Wavefront Centre for Communication Accessibility requires that everyone working within our organization be fully vaccinated (COVID-19) unless they have an exemption for accommodation pursuant to the BC Human Rights Code. Proof of vaccination status will be required.

Commitment to Equity, Diversity & Inclusion:

Wavefront Centre is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

Wavefront Centre for Communication Accessibility will provide accommodation, accessible formats and communication supports for interviews upon request.

CLOSING DETAILS

Email cover letter and resume to: careers@wavefrontcentre.ca

- Please email your cover letter and resume as a PDF, along with a list of references and include the job title in the subject field.
- Please note, only short-listed candidates will be contacted for this role.

Application Deadline: The position will be filled as soon as a suitable candidate is found.