



## Yarrow Intergenerational Society for Justice

400-268 Keefer Street  
Vancouver, BC V6A 1X5  
236-808-1191  
yarrowsociety.ca

# Job Description: Programs Manager

## SUMMARY OF POSITION:

The Programs Manager develops and oversees Yarrow programming, effectively planning, coordinating, scheduling, managing, and directing programs such as Nourishing Hearts Grocery program, Sticky Rice Collective, Casework Support, Medical Accompaniment, Chinese Seniors Hub, Seniors Core, Community Arts Projects, and the Language Access to Healthcare Campaign. They will ensure programs are low-barrier, accessible, and responsive to the needs of seniors in Chinatown and the downtown eastside; are in line with Yarrow's long-term vision, mission and mandate; and in accordance with funding contracts.

Reporting directly to the Board of Directors, the Programs Manager will work in collaboration with Program Staff, the Operations Manager, and the Board to ensure integrated service provision. They will work from a feminist, anti-oppressive, and trauma-informed perspective.

## DUTIES AND RESPONSIBILITIES:

- Program Development:
  - Plan the development and delivery of the overall programming including activities that are in accordance with the funding contract and goals of the project
  - Collaborating with program participants, develop a program evaluation framework to assess the strengths of the program and to identify areas for improvement
  - Develops and coordinates partnerships that support the program objectives

- Work in collaboration with the Operations Manager to support and supervise the Program Staff Team and contractors
- Community Organizing
  - Mentor program staff to develop community organizing skills from an anti-oppressive framework
  - Incorporate political education and collective action into programs in ways that are culturally relevant and intergenerational
- Administration:
  - Ensure programs reporting compliance, including funder reporting requirements, board reports and annual report to the membership
  - Manages all project funds according to established accounting policies and procedures and approved budget
  - Oversee the collection and maintenance of records of programs for statistical purposes, including evaluation development
  - Maintains and updates programming operational documents, manuals, and information sharing systems
  - Attends and supports fundraisers, funders, and other meetings as required
  - Fills in for Operations Managers to maintain financial responsibilities where necessary
  - Makes budgeting decisions alongside Operations Manager

#### Human Resources:

- Oversees coaching, scheduling, evaluations, training, and professional development of program staff
- Ensures that programs are delivered in accordance with Yarrow's mission and mandate, funding contracts, policies and procedures, job descriptions, program requirements, and in line with Yarrow's priorities
- Promote and model healthy work practices and team dynamics
- Communications:

- Monitors and updates Yarrow's social media platforms as required, including, but not limited to, Facebook, Instagram, Twitter, Shopify, Wix, Fundrazr, and Eventbrite.
- Oversees and supports the creation of marketing and communications collateral, including, but not limited to, newsletters, slide decks, infographics, captions and website copy.
- **Board Relations:**
  - Provides support for Board succession planning, recruitment, and appointment processes
  - Manage and advise the Board, in collaboration with the Programs Manager:
    - Attend Board meetings and provide regular program and financial reports
    - Bring strategic and financial issues to the Board for direction, acting as the liaison between program staff and Board
    - Assist with planning the AGM
  - Support the Board in operating as a collective and increasing participation from members

#### QUALIFICATIONS/REQUIRED SKILLS:

- Oral proficiency in English and Cantonese and/or Mandarin, is required
- Familiarity or experience working with CRM software is an asset
- Must have a strong working knowledge and analysis of the issues impacting seniors in Chinatown and the DTES, including poverty, racism, and inequitable access to health care services and seniors' social services
- Significant experience within the non-profit sector, with at least 1 year of experience in a management position
- Experience supervising staff
- Excellent interpersonal and communication skills, active listening skills, and ability to navigate difficult conversations
- Knowledge of conflict resolution and mediation techniques
- Committed to leading and supporting those on their team with a fair and consistent approach
- Candidate must work from strong feminist analysis and within an anti-oppression framework
- Efficient organizational skills, including record keeping, scheduling, and problem-solving abilities

- Demonstrated administrative skills, including report writing, and IT aptitude in Asana, Slack, and Google Suite
- Culturally competent, active and trusted member of the Chinese community
- Experience with project planning, execution, and evaluation
- Commitment to promoting a culturally safe, anti-oppressive, and low-barrier learning environment
- Emergency First Aid and CPR A

## HIRING DETAILS

### Full-time Contract Position

- \$27/hour for 35 hours/week
- Hybrid role: This is a hybrid position that involves a combination of remote and onsite shifts as required, with a minimum of 2 onsite shifts per week.
- Competitive extended health, dental, and life insurance plan
- Duration: Through March 2024, with the intention of renewal pending funding.

To apply, please send your resume to the Board of Directors at [board@yarrowsociety.ca](mailto:board@yarrowsociety.ca).

Applications close Friday, April 14th 2023 at 11:59PM.

Yarrow strives to create a workspace that reflects the diversity of identities and lived experiences we work alongside. We strongly encourage applicants with lived experience of structural inequity to apply, and in particular, those who are QTBIPOC (Queer, Trans, Black, Indigenous and People of Colour) & 少數民族 (non-Han ethnic minorities) & 臺灣原住民 (Indigenous peoples of Taiwan).