



YMCA of Greater Vancouver Child Care Resource & Referral

Date Posted: November 27, 2018

Position Title: Program Supervisor, CCRR

Location: YMCA Child Care Resource & Referral Centers (Tri-Cities & Burnaby/New Westminister) The Tri-Cities Office is located at 1130C Austin Ave, Coquitlam

Terms: Permanent, Full-time (35 hours per week)

Shift: Monday – Friday from 9:00 am – 4:30 pm (including some evenings and weekend shifts as required)

Salary: \$46,031.44 annually

Start Date: As soon as possible

Reports to: CCRR Program Manager

Situation:

The YMCA of Greater Vancouver is a charity dedicated to strengthening the foundations of community, by nurturing the potential of children, teens & young adults, promoting healthy lifestyles, fostering a sense of social responsibility and delivering lasting personal & social change. We are building a community in which a generation of children and families reach their full potential. Our values guide our decision-making and behavior—we do the right thing, put people first, keep our promises and lead by example.

For 130 years, we have been part of the community, a place where people of every age and background find the support they need to grow in spirit, mind and body. One of the Lower Mainland's leading charities, the YMCA of Greater Vancouver provides services in health & fitness, child care, camping, employment & community services to over 120,000 participants annually. YMCA Child Care, Western Canada's largest provider of licensed child care, serves over 2400 children between the ages of 6 weeks and 12 years at over 50 licensed facilities throughout the Lower Mainland.

The YMCA operates the Child Care Resource & Referral (CCRR) for the communities of New Westminister, Burnaby, Coquitlam, Port Coquitlam, Port Moody, Anmore and Belcarra. The CCRR provides information, support, resources and referral services to families and child care providers in the community. The goal of the CCRR program is to enhance the availability and quality of a range of child care options for families.

The CCRR is funded by the Ministry of Children and Family Development.

Nature & Scope:

Under the direction of the Program Manager, the Program Supervisor will implement and ensure the delivery of CCRR services in the communities of New Westminister, Burnaby, Coquitlam, Port Coquitlam, Port Moody, Anmore and Belcarra.

Major Responsibilities:

- Know, understand and maintain all Provincial standards in the delivery of CCRR services
- Oversee the delivery of CCRR services to child care providers and families, ensuring Provincial Standards and YMCA Policies and Procedures are followed
- Provide strong customer service and support to those individuals and organizations utilizing the services of the YMCA CCRR
- Provide leadership and day-to-day supervision of all direct reports

- Provide direct front line service as required
- Work collaboratively with the Program Supervisor from the Tri-Cities (Burnaby) location to evaluate service delivery and ensure consistency
- Provide support in the Tri Cities (Burnaby) location as required
- Represent the YMCA CCRR in the community and maintain positive relationships with other community agencies.
- Participate in committees and community development projects as directed by the Program Manager
- Provide oversight to CCRR working groups as directed by the Program Manager

Requirements:

- Post-Secondary Degree or Diploma in Early Childhood Education or equivalent combination of education and work experience.
- Infant/Toddler Educator Special Needs Educator Certificates are an asset
- Minimum 5 years' experience working with children and families in childcare programs.
- Minimum 3 years' experience direct supervisory experience leading staff in a child care, family or community program setting.
- Experience working in collaboration with other community agencies and service providers.
- Ability to be flexible, adaptable and multi-task in a high demand environment.
- Ability to work independently, take initiative and manage time effectively in a fast paced changing environment.
- Demonstrate ability to make sound judgement and decisions; effective prioritizing and problem solving skills.
- Administrative experience, background in customer service, computers and general office procedures.
- Current First Aid certificate and Criminal Record Check Required
- Excellent written and oral communication skills
- Ability to work some evenings, weekends and flexible work schedule, as required.
- Ability to speak additional languages is an asset
- Use of personal vehicle required

Competencies:

Commitment to Organization and Values: Demonstrates and promotes a personal understanding of and appreciation for the mission, vision, outcomes and values of the YMCA.

Service Orientation: Deliberately identifies and creates opportunities to enhance each and every person's YMCA experience.

Leadership: Motivates and inspires self and others to take action to achieve desired outcomes.

Communication: Communicates in a thorough, clear and timely manner.

Team Work: The ability to work effectively with others to achieve optimal results.

Product Knowledge: Thorough understanding of the components required in providing quality care.

Flexibility: Ability to adjust to the changing demands of the job and the customer.

Creativity & Innovation: Develops new ways or adapts existing ideas to help achieve desired results. Challenges the status quo to discover more effective ways of performing.

Coaching & Development: Commits to assisting participants, volunteers, staff and self in continuous learning and development. Shares knowledge and experience.

Cross-Cultural Sensitivity: Demonstrates knowledge and appreciation of other cultures and languages and actively works with others to encourage this attribute.

Application Process: Internal applicants, please inform your Supervisor prior to application

Internal Applicants: Please apply [HERE](#)

External Applicants: Please apply [HERE](#)

Application deadline: Until position has been filled

*Thank you for your interest and application.
Due to the high volume of applications received, only short-listed candidates will be contacted.*



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