

**Director of Programs and Services**

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| Position<br>Director of Programs and Services | Department<br>Programs and Services |
| Reports To<br>General Manager                 | Revision Date<br>November 2013      |

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| <p>Works/Liaisons with:</p> <p>Programs and Services:<br/>Managers of Programs and Services,<br/>Student Coordinators</p> <p>Programs and Services:<br/>Clubs Manager, SAMU Clubs, SAMU<br/>Volunteers</p> <p>Manager of Events, Student Event<br/>Coordinators</p> <p>Director of Finance, Director of<br/>Advocacy and Political Affairs, and<br/>Director of Marketing and<br/>Communications</p> <p>Marketing and Communication<br/>Department Staff</p> <p>SAMU Executive Committee</p> | <p>Major Project Areas:</p> <p>SAMU Programs and Services<br/>Events</p> |
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**Job Summary:**

Director of Programs and Services

The Director of Programs and Services plays a key leadership role on the Senior Management Team of the SAMU. The Director develops, plans, delivers and evaluates programs and services, working collaboratively with fellow Director's, SAMU campus management team, and paid student coordinators, at all four MacEwan University campuses. This position hires, schedules and supervises staff in the Programs and Services area, ensuring that effective and appropriate programs and services are offered to students, in support of SAMU's mission and vision.

This position provides leadership in the strategic and business planning of SAMU's activities, both within and outside of the Programs and Services area, serving as a strong advocate for both satellite campuses and City Centre Campus programs and services, liaising with key internal partners, and serving on the events management team and other steering, advisory and planning committees.

The Director of Programs and Services will have a strong track record of team leadership, with proven strengths in team mentoring and coaching. Working in a learning environment, the Director will lead the campus management team and their staff with a focus on personal growth and development.

## **Position Responsibilities:**

### *Planning*

- Plan the delivery of the overall program and its activities in accordance with the mission, vision, and the goals of SAMU;
- Develop new department initiatives to support the strategic direction of the organization;
- Develop and implement long-term goals and objectives to achieve the successful outcomes of the programs and services area;
- Develop an annual budget and operating plan to support the program and services department; and
- Develop a program evaluation framework to assess the strengths of the program and to identify areas for improvement

### *Organizing*

- Ensure that program activities operate within SAMU's policies and procedures, and within the approved federal/provincial and municipal regulations;
- Develop a reporting system for staff to record and document program activities;
- Develop a framework to establish regular team meetings with staff;
- Maintain forms and records to document program activities; and
- Organize and lead team meetings to assist in the day-to-day operations of the programs and services areas at all MacEwan University campus locations

### *Staff Supervision*

- In consultation with the General Manager, recruit, interview and select qualified program staff;
- Ensure that personnel files for the program are properly maintained and kept confidential;
- Implement the performance management evaluation process for all department staff, and evaluate staff performance on an annual basis with the General Manager;
- Ensure that all new program staff receive an orientation to SAMU and the services offered by SAMU as a whole;
- Lead the campus management team and their staff with a focus on collaboration and team development; and

## Leadership

- Supervise program staff, while providing leadership, direction and feedback;
- Utilize a high level of communication to lead team of managers and staff through daily operations and events;
- Assist staff in handling conflict situations with a focus on reaching positive resolution;
- Mentor and coach campus management team and staff to foster job satisfaction and staff development; and
- Liaise with other Directors and Managers to ensure the effective and efficient delivery of programs and services.

## Analysis & Control

- Write quarterly reports on department activities for SAMU Students' Council;
- Ensure that the programs and services area operates within the approved budget;
- Monitor and approve all budgeted program expenditures;
- Monitor cash flow projections and report actual cash flow and variance to the General Manager on a quarterly basis;
- Identify and evaluate the risks associated with program activities and take appropriate action to control the risks;
- Monitor the program activities on a regular basis and conduct an annual evaluation according to the program evaluation framework; and
- Report evaluation findings to the General Manager and recommend changes to enhance the program, as appropriate

## Education:

- Must have a related degree or post-secondary education.

## Experience:

- Must have 5 years of relevant experience
- Must have significant managerial or leadership experience
- Experience in student environments or not-for-profit organizations is an asset
- Demonstrated experience with overseeing and developing budgets is an asset

## Position Specific Knowledge & Abilities:

- Must be able to thrive in a fast paced environment,
- Must be personable, creative, dependable, and have the ability to multi-task
- Ability to handle stressful situations and work with a variety of departments within SAMU
- Ability to work both independently and within committee structures
- Must have computer skills, including Microsoft office.
- Knowledge of social media and an understanding of sites such as Survey Monkey, Eventbrite and Mail Chimp is an asset.
- Knowledge of SAMU programs and services is an asset.

**Terms of Employment:**

This is full time contractual employment

Starting Salary Range: \$56,000.00 - \$60,000.00

Compensation also includes 100% health and dental plan benefits, membership to MacEwan University Sport and Wellness Centre, RSP Contribution, 3 weeks of vacation as well as opportunities for personal and professional development.

Hours of Work: 35 hours/week; between 8:30 a.m. to 4:30 p.m.  
Evening and weekend work may be required

**Apply:**

We will be accepting applications until a suitable candidate is found.

Please direct applications to:

Jodi Campbell

General Manager

Room 7-292, 10700-104 Ave, Edmonton, Alberta, T5J 4S2

Students' Association of MacEwan University

**Email Resume and Cover Letter to [campbellj22@macewan.ca](mailto:campbellj22@macewan.ca)**

*We thank all applicants for their interest in this position, but only shortlisted applicants will be contacted.*