

Position: Vancouver Program Manager (Part-time Fixed-Term Contract - 6 months)
Immediate Supervisor: West Coast Director
Location: Vancouver, BC
Start date: October 2021

Outward Bound Canada is committed to helping Canadian youth change the trajectory of their lives. With young people desiring to thrive in an unpredictable and changing world, OBC, a registered charity, offers social-emotional education through experiential adventures in the outdoors. Since 1969, OBC has inspired over 150,000 participants, with a particular emphasis on providing greater access to those facing socioeconomic barriers, to discover their potential. These experiences develop resilience, social and emotional intelligence, and environmental leadership to contribute to a better, more compassionate, and resilient society. The impact of our work on young people in Canada is found in our recent [case for support](#).

ABOUT THE POSITION

The Vancouver Program Manager will ensure that the transformational journeys experienced by the students are planned and delivered in a highly organized, responsible manner. This role will manage employees, program site areas, and programs for Vancouver and the surrounding area including course administration, course planning, programming, delivery, logistics, risk oversight, supervision, and evaluation. In addition, the Program Manager provides support to instructors, clients, partners, and all other organizational relationships. This position is based in Vancouver, BC. The expeditions are delivered year-round and currently include canoeing, snowshoeing, and backpacking.

DUTIES AND RESPONSIBILITIES

Program:

- Coordinates the execution of the program plans to enhance and develop programming; developing initiatives, course mix, operations and logistics, and other projects assigned.
- Works in conjunction with the Regional Director in the hiring, training, evaluating, and mentoring of employees.
- Manages and supervises instructional employees, ensuring high-quality program delivery, educational outcomes are met, program and instructor evaluations are complete.
- Create a positive work environment where professional development and community are foundational.
- Supervise and monitor logistics and maintain contractor relationships which include but are not limited to; food service providers, transportation, admissions, route planning, staffing, emergency response, and curriculum plans to maintain appropriate risk management and oversight of safety systems.
- Oversee COVID facilities practices and improve systems based on iterative learning throughout operations
- In times of need: field ready to replace a staff member on course.
- Other duties as assigned

Risk Management:

- Achieves the objectives of the OBC National Risk Management Policy and acts as the Regional Safety Officer.

- Supervise the evacuation systems and other field responses, manage field staff training for evacuations and act as the primary contact regarding course challenges, addressing and facilitating all incident reporting processes.
- Provides risk management briefings and debriefings to field staff and course support positions.
- Ensures students are briefed as to participation expectations and safety requirements.

Administration:

- Ensures the workspace is compliant with Health and Safety standards in collaboration with the Director and HR.
- Provides direct customer care for participants and their families/teachers/agencies.
- Coordinates the transfer of course information from key sources to instructors.
- Works with the team to schedule and deliver on-call service, manage evacuations and other field responses.
- Organizes and facilitates program evaluation and paperwork process.
- Maintains up-to-date knowledge of current industry trends and standards.
- Participates in national OBC team meetings and retreats, providing regional leadership and representation as required.

SKILLS AND EXPERIENCE DESIRED

- Post-secondary education in one of the following fields: environmental science, education, recreation, therapy, or similar.
- 3 years in a supervisory role, supervising seasonal faculty and administrative staff members is an asset.
- Understanding and application of OBC policies and philosophies and pedagogy is preferred.
- Proficient in behaviour management, crisis intervention, and problem-solving.
- Experience with tripping practices and principles.
- Experience in adventure and experiential educational module delivery.
- Focus on providing high levels of customer service.
- Ability to be a significant contributor to several small teams as well as working unsupervised.
- Experience in managing and maintaining a positive instructor team and community.
- Highly organized, computer, database, and social media proficient.
- High level of mentorship, professionalism, and follow-through.
- Must be willing to maintain a flexible schedule and to work on weekends and holidays, as needed.
- Wilderness First Responder (WFR)
- CPR-C
- BC Class 4 Driver's License
- Position requires a police background check, including a Vulnerable Sector Check.
- Paddle Canada Sea kayak/ Coastal Canoeing Certifications (asset)

Compensation and Benefits:

\$60,000 per year (at a 100% time portion) starting salary, pro-rata

Part-time Fixed Term Contract: Working 3 days per week (60% time portion)

Comprehensive benefits package

READY TO APPLY?

Cover letters, resumes, and trip logs can be submitted via our application database: [click here](#).

Please identify the position as "Vancouver Program Manager" when you apply.

Application deadline: September 30, 2021, applications will be reviewed on a rolling basis.

Outward Bound Canada is an equal opportunity employer, we recognize that people come with a wealth of experience beyond the technical requirements of a job, if your experience is close to what you see listed, please consider applying. Outward Bound Canada strives to have a broad representation that is reflective of the diversity of Canada and values the diversity of people and communities and is committed to inclusion in our organization. We encourage applications from all individuals who will help us achieve our goals, including women, racialized people, members of the 2SLGBTQIA+ community, and all other equity-deserving groups.

We thank all applicants for their interest; however, only candidates selected for an interview will be contacted. Please let us know if you require accommodations at any stage during the hiring process.