

MACKIE'S PLACE

YOUTHSOCIALHOUSE

Program Facilitator

Full-Time, On Site (North Surrey)

Reports to: Program Director

PRIMARY OBJECTIVES

Working closely with the Program Director, Operations Manager, and Youth Worker Team, the Program Facilitator ensures the smooth and effective operations of our youth-centered programs.

DEMONSTRATED COMPETENCIES

- **Outstanding Organization:** Able to operate and implement all Mackie's Place administrative systems. Adapts to new systems as needed. Communicates with the team and instructs others on new organizational systems. Thrives in an organized space.
- **Team Collaboration:** Works cooperatively with others and follows through on assigned tasks. Is highly collaborative and has the ability to understand other's goals and needs and turn those into actionable steps. Works well with others and has a servant attitude.
- **Flexible Thinking:** Open to different and new ways of doing things. Is adaptable to a variety of situations. Able to thrive in a fast-paced, evolving environment with many moving and changing parts.
- **Solution Oriented:** Can quickly create or find solutions when a problem presents itself. Will take the time to think through issues prior to reacting. Is able to present solutions to the team.

RESPONSIBILITIES

Programming

- Manage Job Skills Programming administration
 - Ensure youth job descriptions & expectations are kept up to date
 - Make bi-weekly purchase of youth incentives

- Execute all youth scheduling
- Track youth progress through the programs
- Administrate community work for youth
- Manage youth hub administration
 - Maintain safety protocols and file incident reports
 - Oversee data collection and provide monthly statistics for youth program participation
 - Maintain budgets and track program expenses
 - Manage Mackie's Place phone line and incoming emails

Community Outreach & Engagement

- Maintain and cultivate community partnerships
 - Facilitate quarterly check-ins with each of our partners
 - Manage partner appreciation
- Consulting the Executive Team, discern participation in community events and execute event needs where applicable

Staffing & Human Resources

- Facilitate employee onboarding and offboarding
 - Coordinate interviews for potential candidates
 - Facilitate completion and e-filing of all onboarding paperwork
 - Initiate systems and software training
 - Issue ROE's and make necessary changes in Mackie's Place records
 - Terminate all accounts and collect all Mackie's Place equipment
- Staff Scheduling
 - Receive and assess time off requests
 - Track sick days and vacation time
 - Prepare payroll for the Operations Manager
- Manage employee record maintenance
 - Keep all records accurate and up-to-date
 - Notify employees when certifications are due for renewal
- Employee Review Administration
 - Schedule employee reviews
 - Distribute and receive relevant documents
 - Take review notes and assign action items

Meeting Facilitation

- Arrange and participate in monthly Team Meetings and bi-weekly Executive Meetings

- Book worship leader for Team Meetings
- Prepare meeting dashboard, consulting with the Executive Team
- Send meeting reminders to the entire team
- As needed, organize food service, consulting with the Culinary Operations Supervisor
- Set-up applicable tech
- Capture action items in the Basecamp project management software

QUALIFICATIONS THAT ASSIST IN THIS POSITION

- Provincial Criminal Record Check for Children and Vulnerable Adults (mandatory upon hiring)
- Valid First Aid and CPR certification
- Food Safe certification
- Previous administrative experience an asset
- Proficient working knowledge of:
 - Project Management Systems; Basecamp
 - G-Suite
 - Payworks

Wage is determined by the candidate's level of education and/or relevant experience.

Interested applicants are encouraged to send their resume to
Raisa Monteiro Wilson at raisa@mackiesplace.com.

For more information on Mackie's Place, please visit www.mackiesplace.com