

LANGLEY COMMUNITY SERVICES – JOB POSTING SUS – 2026-02  
**Internal & External Only**

**Job Title:** Assistant Program Manager  
**Department:** Substance Use Services – Responsible Driver Program  
**Start Date:** May 1, 2026  
**Salary:** \$33 per hour – Union Exempt.  
**Hours:** Permanent Full time – 35 hours per week

**Job Summary:**

The **Responsible Driver Program** is British Columbia's mandated education program for individuals convicted of impaired driving. As part of the Responsible Driver Program team, the Assistant Program Manager provides a broad range of administrative and operational support to program facilitators and the Program Manager.

Responsibilities include responding to telephone inquiries, preparing and distributing correspondence, and coordinating and scheduling appointments. Under the direction of the Program Manager, the Assistant Program Manager supports the oversight of program operations, staff, and service delivery, ensuring services align with agency goals, funding requirements, and community needs.

**Key Duties and Responsibilities:**

- ❖ Assist the Program Manager with day-to-day program operations, including scheduling, service coordination, and routine administrative activities.
- ❖ Support the implementation of program goals, objectives, and service delivery models, as directed by the Program Manager.
- ❖ Assist in ensuring compliance with agency policies and procedures, accreditation standards, and applicable legislation.
- ❖ Provide operational support during crisis situations and assist with consultation and problem-solving under the direction of the Program Manager.
- ❖ Support staff by providing day-to-day operational guidance and assisting with onboarding, orientation, and training activities.
- ❖ Assist with attendance tracking, staff development activities, and other performance-related processes, as delegated and in accordance with collective agreements.
- ❖ Promote effective, respectful, and client-centred service delivery by providing consistent support to program staff.
- ❖ Assist with monitoring program expenditures and support the review of timesheets, expenses, mileage, and leave requests, as delegated.
- ❖ Support data collection, record keeping, reporting requirements, and quality-assurance activities, including documentation reviews.
- ❖ Assist in maintaining accurate and confidential records, support health and safety and incident reporting requirements, and represent the program at meetings, as delegated.

**Qualifications, Experiences and Abilities:**

- ❖ Post-secondary education in a related field, with addictions-specific training and relevant experience.
- ❖ Completion of Privacy Training or willingness to complete upon hire.
- ❖ Demonstrated keyboarding proficiency, with a minimum typing speed of 60 words per minute.
- ❖ Experience scheduling government-mandated group counselling or educational programs.
- ❖ A minimum of two years of supervisory or senior administrative experience, preferably within a government-mandated or community-based counselling setting for clients with alcohol or drug-related driving prohibitions or convictions.
- ❖ Demonstrated knowledge of program- or project-specific community-based services and related systems.
- ❖ Strong leadership abilities, including demonstrated skills in conflict resolution, teamwork, and program coordination or management.

**Reporting relationships**

- ❖ The Assistant Program Manager reports to the Senior Program Manager.

**Required competencies: skills, abilities, training**

- ❖ Ability to work independently within established timelines and in a frequently changing work environment.
- ❖ Strong computer literacy, including proficiency with Microsoft Excel, Word, Outlook, MS Teams, and Zoom.
- ❖ Ability to work effectively and collaboratively with program staff, colleagues, government agencies, and community organizations.
- ❖ Ability to respond appropriately to crisis or emergency situations involving clients, staff, students, and volunteers.
- ❖ Excellent written and verbal communication skills.
- ❖ Experience working within an accredited program and/or a unionized environment is an asset.
- ❖ Experience working with vulnerable populations is considered an asset.
- ❖ Thorough understanding of mental health and substance use issues

**Additional Information:**

- ❖ This is a union exempt position.
- ❖ This position is open to all qualified applicants
- ❖ This position may require working outside office hours.
- ❖ Second-language proficiency is considered an asset; Punjabi language skills are preferred.
- ❖ A satisfactory Criminal Record Check is required.
- ❖ A valid Driver's Licence and use of a personal vehicle may be required for work purposes.

**TO APPLY:**

This position is open until it is filled. Please reply with Cover Letter and Resume by April 24, 2026, quoting Posting Number SUS – 2026-02

to:

Langley Community Services Society  
Attention: Laura Kendel Substance Use Services Program Manager  
5339 – 207 St, Langley, BC V3A 2E6  
Email: [lkendel@lcss.ca](mailto:lkendel@lcss.ca)

***Please note that only persons selected for an interview will be contacted***