

Position Description – Centre Manager (WorkBC)

Position Description

Position title	Centre Manager
Location	BC – as indicated in job posting
Reports to	Regional Manager
Direct reports	Team Lead, Employment Consultants, Job Developers, and other Centre staff as required.
External Partners	Ministry CAPA, Partner Agency staff, Partner Site staff, Community Partners
Travel requirements	As required

Position purpose

The WorkBC Centre Manager (CM) is responsible for the day-to-day centre operations, including staff support, supervision, scheduling, resourcing, and oversight for person-centred Client service eligibility and delivery. This role reports to the Regional Manager and provides issue resolution oversight, supports Client and staff safety, and ensures policies are correctly applied day to day in support of Contract compliance. The CM is responsible and accountable for all program Key Performance Indicators (KPIs), Key Performance Measures (KPMs), and any other performance measures, as required. Responsibilities will also include supporting the Regional Manager with Partner Governance, Partner site support (if applicable), and Ministry Governance. This includes report preparation, activity tracking and documentation, and Annual Business Plan (ABP) compliance. The CM will provide case management, employment navigation, and career coaching training and support to staff based upon operational needs, ensuring staff and centre KPIs are strived for and achieved. As such, the CM will ensure staff are provided with efficient and effective methods to maintain timely and accurate file documentation, support individualized action planning, and move clients along the employment journey in an efficient and appropriate manner. The CM will conduct ongoing audits to ensure files comply with Ministry and program requirements and will use findings to support staff coaching and training needs. In collaboration with the Regional Manager, this role is responsible for maintaining a culture that aligns with WCG's company values, ethics, and Code of Conduct, and supports accessible, inclusive, and responsive service delivery.

Success measures

Customer/Community Partner Satisfaction	Manage the Centre to provide superior person-centred services that lead to successful outcomes for clients in a timely and efficient manner
Operational Performance	Meet or exceed deliverables, key timelines, and milestones
Program Outcomes	- Help and/or manage with audits, service requests, prospect matches, case closures, and case reviews - Implement and ensure ECs have minimum biweekly contact with all job seekers - Ensure accuracy of all services, notes, and documentation is completed in real time within ICM - Ensure every client has a current and detailed action plan
People & Team Satisfaction	All staff are recruited, onboarded and trained according to role requirements and WCG process.

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	Ensure staff are successful in their role, maintaining retention and a positive work culture.
Financial Performance	Staffing levels and resources are correctly maintained and following the operational plan and budget.
WORK HEALTH AND SAFETY For manager responsibilities, refer to the WCG Workplace Health and Safety Policy	

Core Responsibilities:

Customer/Partner Satisfaction	- Ensure strong, clear, and open communication while building trust-based relationships with staff, leadership, employers, service providers, and community partners - Maintain accountability while implementing a person-centred and inclusive service focus - Manage Client and staff concerns while finding win-win solutions
Centre Management	- Manage daily centre operations, including staffing and service delivery within contract performance standard parameters, as well as within Ministry Eligibility requirements, Ministry Policy, and all other contract requirements. - Work side by side with staff of various roles on a regular basis to observe work processes and to meet needs such as during busy times or staff illnesses. - Assess and make decisions related to Service Delivery requests pertaining to Client service delivery decisions/policies. - Lead centre operational team meetings - Manage Client concerns and find positive solutions. - Coordinate staffing resources and oversee centre accessibility by ensuring timely and accessible staffing during hours of operation. - Liaise with project applicants and/or the Ministry to support the marketing and identification of eligible Clients for Job Creation Partnerships (JCP) or Project Based Labour Market Training (PBLMT) projects within the service area
Program Operations	- Operationally execute centre-specific budget, business plan, quality management plan, service initiatives for client inclusion groups, cohort-based group programming, employer outreach plan, and service awareness and marketing plan in collaboration and coordination with others in the team - Interpret and translate policy and contractual requirements for team members. - Execute effective performance management of service delivery with goal to be in contract compliance and to support team members to continuously learn and improve. - Support the Regional Manager and Associate Vice President – Western Canada in developing and implementing local Program objectives, strategies, programs, and budgets. - Report on program operations and work collaboratively with the Service Delivery management team within the centre governance structure. - Develop strategic partnerships with community organizations, employers, Indigenous partners, and training providers, ensuring the centre works with Ministry staff to encourage information sharing and coordinated responses to Client and labour market needs and opportunities.

	Establish and maintain strong working relationships with businesses and use local labour market information to support responsive service planning.
Staff Management	- Encourage, guide, coordinate and give structure for everyone in the team (WCG and sub-contractor staff) - Provide support to the Service Delivery team members as related to building shared goals, problem solving, advising, coaching and feedback; be available to answer questions. - Create a day-to-day environment of strong cross-functional team performance, ensuring effective coordination throughout the team. - Create and maintain a positive and professional team atmosphere. Communicate and hold team members accountable to performance standards, provide feedback and coaching for all team members in alignment with WCG's performance management framework. - Facilitate service delivery team member meetings and coach staff one to one
Operational Performance	- Interpret and translate policy and contractual requirements for team members - Responsible for adherence to WCG's Occupational Health and Safety protocols, staff training practices, and privacy guidelines - Coordinate staffing resources and help oversee Centre accessibility by ensuring timely and accessible staffing during hours of operations and help provide coverage or support in absence of a staff member - Support the Regional Manager in developing and implementing local Program objectives, strategies, programs, and budgets
Financial Performance	- Support team members and be a leader in accountability in maintaining performance/contract standards - Supervise and collaborate with staff to achieve results; responsible for ensuring that the teams understand performance and client service standards and how to reach them - Support the team with any systems issues or errors, or fixes required - Support the team to help achieve KPMs, milestones, and overall program/contractual success
<i>Other duties as required, including going beyond the job description whenever necessary</i>	
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Capabilities and experience

- Minimum of three (3) years' demonstrated program and staff leadership experience, and a rich understanding of employment programming, including conducting and interpreting Client Needs Assessments coaching and mentoring Clients; and building partnerships with employers, community agencies, and other partners.
- Demonstrated ability running business operations ensuring a range of goals, including financial and key performance measure goals, are met.
- Exceptional relational competence and demonstrated ability to interact effectively with diverse team members to accomplish goals.
- Strong leadership, teambuilding skills and supervisory skills
- Excellent organizational and interpersonal skills coupled with strong verbal and written communication skills.
- Flexible, creative, and able to adapt quickly to changing needs of a new program.

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- Able to manage stressful situations in a fast-paced environment; be calm under pressure.
- Knowledge of the local labour market, community resources, government programs, job search techniques, career development, and issues related to unemployment, with the ability to use labour market information to inform service delivery.
- Strong digital literacy skills including Microsoft Office Suite
- Solid understanding of confidentiality and other professional codes of conduct
- Must successfully meet all criminal record processes as identified by both the Ministry and WCG

WCG Leadership Behaviours

As a WCG leader it is expected that the role has ability to consistently display the following leadership capabilities.

The Inspiring Leader	• The inspiring leader is a true role model of WCG values. • They set a vision and can zoom out to see the bigger picture, they are forward-thinking and constantly striving higher. • They are passionate about the leadership role, they create the tone for their teams' behaviour through their communication style, energy, and passion.
The Winning Leader	• The Winning Leader sets, meets and strives to exceed KPIs despite obstacles. • They are responsive and adaptable to differing situations, people, and points of view. • They are accountable to other to deliver results and look for growth opportunities.
The Authentic Leader	• The authentic leader is confident, trustworthy, transparent, and balanced. • They are self-regulated matching behaviour to context; they are seen to be steady when times are turbulent. • They act with integrity and fairness and demonstrate commitment to their team through lack of ego.
The Collaborative Leader	• The collaborative leader builds consensus and alignment through applying strong listening skills, an optimistic attitude and empathy. • They build and operate within high performing teams through their ability to coach and support others and are themselves keen learners. • They empower others to make decisions in times of rapid change.
The Courageous Leader	• They are aware of their impact on others, however, can hold tough conversations and maintain strong relationships. They provide candid feedback and seek continuous feedback in return. • They don't require hierarchy to deliver results, they invest in people and their relationships. • The courageous leader demonstrates resilience when faced with challenges and guide their team with conviction.



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WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada's diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.