

JOB OPPORTUNITY

POSITION: PROGRAM MANAGER

REGION: Scarborough

Community Living Toronto, one of the largest agencies of its kind in North America, is a dynamic innovative organization committed to a vision of promoting a welcoming community. As a leader in the field, Community Living Toronto offers supports to over 6,000 individuals within an intellectual disability as well as support to their families, including residential and day support, assistance with employment, community support, early childhood services and respite.

QUALIFICATIONS:

Bachelor's degree in human services or a related discipline. Training and/or certification in CPI (Crisis Prevention) and SMG (Safe Management Group's Crisis Prevention), Conflict Management, Leadership, Disability Studies, Applied Behavioural Analysis an asset. Minimum of five to seven years of related experience in a supervisory/management capacity, including experience coordinating, scheduling and supporting organizational activities and projects. Knowledge of administering a Collective Bargaining Agreement.

JOB SUMMARY:

Accountable for providing leadership, support, and oversight for the day-to-day operations for one or more residential, community support teams and/or community participation programs operated by Community Living Toronto. Responsibilities include planning and development of programs in their portfolio, and fiscal management. Manages a team of program supervisors within a 24/7 work environment, providing direction, assigning work tasks and projects, and ensuring staff perform optimally in accordance with their job description. Collaborates/partners with key stakeholders including government officials, healthcare and other service professionals, and personnel within Community Living Toronto and other organizations.

RESPONSIBILITIES:

- Manages the day-to-day operations of one or more programs (e.g., residential, community support, employment, day, fee for service), ensuring sufficient staff coverage, maximizing operational effectiveness, and ensuring the execution of organizational policies and procedures.
- Ensures supports to individuals are aligned with person directed plans, respectful of their dignity, rights and well-being and promote safe and healthy environments; adapts to the changing and increasingly complex needs of the individuals served by the organization (i.e., mental health, addictions, homelessness, autism) and ensures staff and supports are aligned to meet the changing needs.
- Develops and recommends strategic goals for the program(s), analyzing and balancing needs of key stakeholders market/funding opportunities, overall organizational strategic goals, and other relevant factors.
- Convenes/facilitates/attends meetings or committees as needed, related but not limited to job evaluation, pay equity, key strategic priorities, and other special projects.
- Resolves moderately complex program concerns or issues, typically related to the department or functional area, which are sometimes sensitive or contentious; considers the needs and objectives of all key stakeholders before moving forward with the development of potential solutions.
- Performs on call duty and delegates as required; is available for the purpose of consultation and response in the event of an emergency.
- Identifies and evaluates financial needs for input into budgets on a per program basis; monitors, tracks, and reconciles program expenditures of all assigned cost centres to ensure effective use of all resources and fiscal accountability; exercises signing authority within prescribed organizational limits; authorizes petty cash and takes action to resolve problems or anomalies.
- Completes payroll for staff under their supervision; works closely with finance and human resources to address and correct any concerns.

HOURS OF WORK: 7.5 hours per day

**TO APPLY:
SEND YOUR COVER LETTER AND RESUME TO:**

Careers@cltoronto.ca

PLEASE QUOTE JOB POSTING #E19-190

When required, accommodations for disabilities will be provided, on request.

We thank everyone for their interest in Community Living Toronto; however only applicants with the necessary qualifications, experience and education will be contacted for an interview.