

JOB DESCRIPTION – Program Manager - CSS



LIFE AFTER FIFTY
635 McEwan Avenue
Windsor, ON N9B 2E9

Position: Program Manager – Community Support Services (CSS)

Status: Permanent Full-Time

Reports to: Executive Director

Position Summary:

The Program Manager: CSS is responsible for overseeing the delivery of Ontario Health (OH)-funded Community Support Service, Social Enterprise initiatives and other related programs. Integral to the role is working in partnership with the Leadership Team which consists of the Executive Director and the Program Manager: Active Living. It is incumbent upon each member of the leadership team to foster a culture of ongoing cooperation, collaboration and performance among coordinators, frontline staff, students and volunteers. This includes monitoring and implementing sector-based promising practices and embracing forward-thinking models of program delivery designed to fill local health system priorities;

Responsibilities:

Supervision of OH-funded Programs

- Oversight of OH-funded program coordinators and staff.
- Establish budgets and ensure adherence and oversight.
- Establish targets and report on key performance indicators.
- Implement strategies to meet or exceed expected outcomes.
- Identify strengths, trends and opportunities for improvement.
- Ensure accurate data collection, documentation and reporting by staff.
- Ensure privacy legislation is followed
- Ensure all Health and Safety legislation is followed
- Monitor staffing capacity and workload management.
- Hold regular status meetings with staff.
- Supervise contract grant staff or students as appropriate.

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Supervision of Social Enterprise Initiatives

- Current social enterprise initiatives at LAF include:
 - LAF café which produces and sells frozen meals and food based programs such as lunches, special events, barbecues, brunches, and daily coffee/snacks.
 - LAF Artistic items sold throughout the year online, in our craft display, and at various sales opportunities off site.
 - LAF promotional items including t-shirts, golf-shirts, water bottles and other items of interest to members to display LAF spirit and pride.
- Work with cook to create cleaning schedules and responsibilities.
- Monitor cleanliness and orderliness of kitchen.
- Understand and monitor use of safe food guidelines in the kitchen.
- Conduct regular inspections of the kitchen and make corrections, changes to ensure efficiency and safety of staff, volunteers and clients.
- Delegate or assist with selecting and ordering of food supplies and groceries.
- Organize and arrange for deep cleaning services as needed and approved.
- Monitor condition of facility and report needed repairs and maintenance.
- Handle and resolve day to day maintenance problems as required, including requesting service and notifying appropriate staff.
- Work with staff and volunteer leaders to develop programs that result in the creation of unique Artistic items that develop the skills and interest of members and may generate income for the agency
- Maintain an inventory of LAF promotional items for sale and communicate ordering requests to Administration as required.

Human Resources

- Assist Executive Director with recruitment of staff.
- Conduct interviews, reference checks and orientation of direct reports.
- Maintain a schedule of staffing and ensure adequate coverage during staff absences or for relief purposes.
- Approve and monitor time off requests.

Health and Safety

- Ensure Health and Safety protocols are in place to ensure client and staff safety.
- Develop and implement safety strategies in accordance with current public health guidelines.
- Maintain knowledge of current infection prevention and control (IPAC) guidelines and ensure practices and procedures align with public health legislation.
- Ensure adherence to privacy policies as they pertain to personal information (PI) and personal health information (PHI).

Responsible for overseeing client and statistical documentation and payment processing for services.

- Ensure the accurate recording of statistical data for quarterly and other reports in collaboration with Accounting/Finance and at the request of the funder or

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Executive Director. This includes OHRS reporting.

- Ensure client information is recorded, maintained in accordance with client privacy legislation.
- Screen clients for the InterRAI Community Health Assessment (CHA) and link with an appropriate agency or organization to ensure that full RAI assessments are completed when required. This may include conducting RAI assessments and uploading the assessments to the IAR.

Internal integration

As part of the larger organizational Leadership Team;

- Plan and implement organization-wide strategies, initiatives and practices.
- Focus on identifying efficiencies, propose and create strategies to streamline services, reduce waste of resources, and improve fiscal responsibility.
- Provide and assign personnel support to assist, where needed, to ensure a well-run organization.
- Evaluate programs and develop plans for growth.
- Assist in the development of program change or expansion through proposals to OH or WE OHT or other appropriate funding sources.
- Foster a culture of teamwork and mutual support.

Liaise with other service providers:

- Meet on a regular basis with other service providers and represent the agency on community committees that align with department goals and objectives.
- Establish and monitor referral process from other service providers and primary care. Obtain feedback on the inter-agency process from referral partners.
- Respond to inquiries regarding Community Wellness Services from primary care and other community agencies.
- Promote Life After Fifty through presentations in the community.

Other responsibilities

- Work with the Executive Director to expand, enhance or strengthen current programs by assisting with grant or funding proposals.
- Preparation of a monthly report to the Executive Director for presentation at the monthly board meeting.
- Key holder and on-call responsibilities for the agency alarm system, in the absence of the Executive Director.
- Share responsibilities for agency oversight with the Program Manager – Active Living during Executive Director absences.

Qualifications

- Bachelor Degree in Health Services Management, Social Work, Nursing, or equivalent designation.
- Demonstrated experience working with older adults

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- Extensive experience in Health Services including assessments, statistical reporting, outcomes management, development of proposals and development of relationships in the Health Services system
- Experience coordinating the development of new programs,
- High level of organization and time-management skills
- Extensive knowledge of community resources specifically with Health Services legislation, structure and developing Ontario Health Teams
- Demonstrated ability to develop partnerships, and,
- Excellent customer service skills
- Excellent oral, written and electronic communication skills including the ability to conduct client assessments
- Police clearance is required
- Driver's license and use of a reliable vehicle or ability to access suitable transportation for the performance of all duties at various sites around Windsor and Essex County is required.
- Ability to communicate in both official languages is considered an asset.