



Inspire Community Support Services is a non-profit, multi-service community-based agency. The agency is currently looking to fill a full-time Program Manager – Residential, Respite and Community Support Services position to lead the residential family home and respite programs and services. This position will work out of the respite home and our main office in Cornwall and travel may be required.

Position Title: **PROGRAM MANAGER – RESIDENTIAL, RESPITE AND COMMUNITY SUPPORT SERVICES**

Reporting Relationship: Reports to the Director of Programs and Services

Role accountabilities:

- Strategy, Planning and Reporting – identifies operational risks, completes reviews, and develops recommendations and action plans.
- People Leadership – provides day-to-day leadership and performance management of team members.
- Financial Management – monitors and updates annual budgets, tracks variances, and balances expenditures within program and services allotments impacting viability, expansion, reduction, and restructuring of programs and services.
- Stakeholder Relationship – Liaises and interacts with clients and families, attends case conferences and responds to behavioural issues and concerns.
- Operations – manages the delivery of core programs for respite and support of clients and families.
- Risk Management and Compliance – ensures that systems are in place to identify and manage risks by ensuring compliance with applicable legislation, regulations, contracts, and policies and procedures.
- Communication – consults with relevant stakeholders and ministry to understand issues, challenges and context to provide advice and guidance related to programs and services.
- Impact – manages potential liability and risk for the agency in relation through efficient and effective quality controls and quality assurance framework, programs and practices.

Position Requirements:

- Completion of undergraduate university degree in social work, psychology, or health sciences.
- A minimum of 5 years previous work experience in progressive leadership roles in community and social services program development and delivery, ideally in the developmental services sector.
- Knowledge of the operational management and leadership concepts and practices including program/service delivery models, policy development, planning, budgeting, performance measurement management, and human resources.
- Knowledge of developmental disabilities and complex special needs.
- Knowledge of respite and residential home operations, program design, delivery, assessment, and evaluation methodologies, processes, and practices.
- Knowledge of relevant governing legislation, collective agreements, policies, and procedures.
- Knowledge of office productivity software and databases, and technology devices.



Employment and Working Conditions:

- Works primarily in an office environment with some family home residences visits.
- Police Reference Check for the Vulnerable Sector required.
- Valid Ontario Driver's License and reliable transportation.
- 35 hours per work week with paid "on call" rotations.
- Competitive compensation and benefits package.
- Competitive vacation time and leave time.

All interested parties are invited to submit their resume and cover letter to the attention of Lisa Waldroff, Director of Finance, Human Resources & Administration, via email at lwaldroff@inspire-sdg.ca

Inspire Community Support Services is committed to Employment Equity. We welcome diversity in the workplace and encourage applications from all qualified individuals including members of visible minorities, aboriginal persons, and persons with disabilities. We comply with the AODA (Accessibility for Ontarians with Disabilities Act) and will provide accommodations throughout the recruitment and selection and/or assessment process to applicants with disabilities. Applicants need to make their accommodation needs known when contacted.

We thank all applicants for their interest, however, only those under consideration will be contacted.