



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 – Respite Services position who will be responsible for program and service planning, operations, and oversight of the respite programs and services.

**Position Title:**                    **PROGRAM MANAGER – RESPITE SERVICES**

**Reporting Relationship:**      Reports to the Executive Director

### **Key Accountabilities**

#### **Planning and Reporting**

- Leads the development of the function’s annual program and services plans, including budget, risk management and quality assurance
- Ensures performance metrics are developed, tracked, and reported
- Develops, maintains, and aligns internal policies and procedures to operational excellence and legislative and regulatory environment
- Ensures optimization of information systems and data management processes and outcomes
- Develops a range of reports on programs and services for internal use and submission to government

#### **People Leadership**

- Ensures an effective organizational model and clarity in roles and responsibilities
- Provides day-to-day leadership and performance management of team members
- Monitors departmental culture and productivity, and intervenes when necessary
- Supports workforce planning, recruitment and training of employees

#### **Financial Management**

- Works with the Finance Department to monitor and update annual budgets, track variances, and balance expenditures within program and services

#### **Stakeholder Relationship**

- Establishes and maintains effective communication and coordination with internal and external stakeholders including community agencies, service providers and government
- Liaises and interacts with clients and families, attends case conferences and responds to issues and concerns
- Participates in committees and working groups (local, regional, and provincial), provides input and advice, and undertakes research and information gathering to inform decisions

#### **Operations**

- Manages the delivery of core programs for respite and support of clients and families
- Oversees respite home annual booking schedule, communicates with client families and support network
- Monitors secure portal for referrals, completes intake with client and family for needs and risk assessment, and develops program and service plan



- Advocates and negotiates on behalf of clients and client population to arrange/integrate services and programs from community and ministry partners
- Attends workshops and seminars and provides or ensures in-service training and access to resource materials
- Leads regular and annual licensing, compliance audits, evaluations, and inspections
- Reviews and validates information, compiles, prepares, and submits documents and reports, files documents and reports with external stakeholders, follows up on findings, and implements actions
- Completes, reviews, and submits serious occurrence reports to ministry for all major incidents within specified timelines and implements response
- Provides monthly, quarterly, and annual statistical and program reports for internal and external stakeholders

### **Knowledge**

- Knowledge of operational management 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 the broader agency's units and divisions, community and ministry partners, and non-profit sector
- Knowledge of relevant governing legislation, collective agreements, policies and procedures
- Knowledge of office productivity software and databases, and technology devices

### **Education and Experience**

- Completion of undergraduate university degree in the social sciences, a minimum of five years of previous work experience in progressive leadership roles in community and social services program development and delivery, or a combination of education and work experience that demonstrates the skills needed to succeed in this role.

### **Communication and Interpersonal Skills**

- Builds, maintains, and interacts across a range of internal and external stakeholders with a focus on provision of program, process, service, and operational advice, direction, and problem resolution
- Consults with relevant stakeholders and ministry to understand issues, challenges and context to provide advice and guidance related to program and services
- Uses change management skills and emotional intelligence to manage and resolve challenging interpersonal dynamics
- Collaborates with other leaders on operational challenges where differences of opinion are possible
- Responds, investigates, and resolves escalated issues and complaints from a range of stakeholders including clients and families
- Develops plans and reports and conveys information for understanding, information sharing and recommendations for decision making



### **Complexity, Problem Solving and Decision Making**

- Leads the identification and resolution of budgetary and operational problems, issues, and challenges
- Identifies, collects and references multiple data and information sources to support problem definition and resolution
- Develops solutions, takes actions, and makes decisions for short term problems and issues and considers potential for long-term consequences requiring options and assessment of implications before selection of preferred course of action
- Acts with autonomy and independence to make all day-to-day operational decisions, operating within the context of overarching agency policy and direction
- Seeks input from the Executive Director as needed

### **Impact**

- Manages potential liability and risk for the agency in relation through efficient and effective quality controls and quality assurance framework, programs and practices
- Manages financial stewardship through account and budget monitoring, adjustments, forecasting, projections, and reporting
- Contributes to reputation and public image of the agency
- Contributes to health, safety, and well-being of others

### **Responsibility for the Work of Others**

- Provides day-to-day leadership of staff, delegates workload, assigns tasks, manages schedules and leaves, and recommends training and development
- Provides day-to-day coaching, mentoring, direction, and support
- Evaluates performance, provides feedback and builds action plan
- Leads and participates in recruitment and selection, in-service training, promotions, and transfers

### **Physical and Sensory Demands**

- On-going requirements for computer-based work and attendance at meetings

### **Working Conditions**

- Works in the Respite home and office environment at main office
- Visits support staff while out in the community.
- Required to work on call (note: additional compensation is provided)

All interested parties are invited to submit their resume and cover letter to the attention of Stephanie Nalepa, Director of Human Resources and Administration, via email at [snalepa@inspire-sdg.ca](mailto:snalepa@inspire-sdg.ca) **no later than 4pm on Monday, April 21, 2025.**

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.