



Inspire Community Support Services is a non-profit, multi-service community-based agency. The agency is currently looking to fill a permanent full-time Program Manager – Clinical and Support Services position to lead the program and service planning, operations, and oversight of psychological and clinical services for clients. This position will work out of our main office in Cornwall and travel may be required.

Position Title: **PROGRAM MANAGER – CLINICAL AND SUPPORT SERVICES**

Reporting Relationship: Reports to the Executive Director

Key Accountabilities

Strategy, Planning and Reporting

- Provides input to the agency-wide operational plans
- Provides input in 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

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 and recruitment of employees

Stakeholder Relationship

- Establishes and maintains effective communication and coordination with internal and external stakeholders including community agencies, service providers
- Liaises and interacts with client and families, attends case conferences, and responds to issues and concerns
- Participates on 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 range of programs, services, and initiatives
- Develops criteria for delivery of services and programs which include:
 - Psychological assessments and diagnosis of developmental disabilities and other disorders; behaviour support plans including functional assessments as per (QAM) Quality Assurance Measures
 - Treatment plans (including case records)
 - Discharge
 - Supervision
 - Clinical services/programs



- Advocates and negotiates on behalf of client population to arrange/integrate services and programs from community and ministry partners including direct services and outside resource operators
- Attends workshops and seminars and provides or ensures in-service training and ensures access to resource materials
- Liaises, interacts and responds to Executive Director on client, program, and services issues within prescribed timelines

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 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 to resolve specific operational challenges where differences of opinion are possible, and skills related to consensus building, persuasion, influence, compromise, and political acumen are required
- 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

Impact

- Manages potential liability and risk for the agency in relation through efficient and effective quality controls and quality assurance framework, programs and practices
- Contributes to reputation and public image of the agency

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 action plan
- Participates in recruitment and selection, in-service training, promotions, and transfers

Position Requirements:

- Knowledge of operational management practices including program/service delivery models, policy development, planning, budgeting, performance measurement management, and human resources
- Knowledge of psychotherapy, DSM V, developmental disabilities, and complex special needs
- Knowledge of case management, 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
- Demonstrated experience in applied behaviour analysis (ABA) and behaviour support services, mental health, community and social services program delivery, and clinical supervision.

**Education:**

- Completion of master's degree in social work, psychotherapy or equivalent and registered to practice in Ontario
- Board Certified Behaviour Analyst (BCBA)
- Membership to College of Psychologists and Behaviour Analysts of Ontario (CPBAO)

Employment and Working Conditions:

- Works primarily in an office environment
- Exposure to stressful experiences/interaction with clients who are upset, angry, and/or emotionally charged
- Police reference check for vulnerable sector
- Valid Ontario Driver's Licence and reliable transportation
- 35 hours per week
- Competitive compensation and benefits package
- Competitive vacation and leave time

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
No later than 4pm on Friday, July 31, 2026.

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.