

Manager

Community Living North Perth is seeking a Manager to serve as part of our senior team, contributing to CLNP's mission, goals and objectives through the development and delivery of services and programs. Reporting to the Executive Director, you will oversee the effective and efficient delivery of programs through our staff team.

About You

- You have a strong desire to strategically lead change and advocacy of inclusion of people with developmental disabilities;
- Post-secondary degree in a relevant field of study and a minimum five years' experience in a human service leadership capacity; or an equivalent combination of education, professional training and experience;
- You will demonstrate your experience working in other social services and community health sectors such as housing, mental health, addictions, poverty, etc.;
- You have proven leadership and conflict resolution skills;
- Experience working in a unionized environment;
- Knowledge of the Ministry of Children, Community and Social Services developmental services system; experience developing programs and services highly beneficial;
- You have a driver's license, proof of insurance and a reliable vehicle;
- Able to provide a satisfactory Vulnerable sector police check;
- Availability to work after-hours on occasion;
- Demonstrated proficiency with Microsoft Office products, internet and email.

You will:

Program Delivery

- Work with participants, staff and families to identify and organize the service supports for each assigned person. Ensure the plan allows for people in service achieve the outcomes that are important to them. Provide leadership to ensure professional and clinical supports (including complementary medicines and therapies) are effectively integrated into person-direct support.
- Work closely with the senior team to lead the development, implementation and evaluation of new and existing programs and services. Review and recommend improvements for operations and service delivery. Ensure understanding and collection of service statistics and analysis of comparison data in order to improve service delivery and identify emerging trends revisions/adjustments to programs, policies or practices.
- Participate in the annual development of quality and risk management plans. Lead and develop quality improvement projects and initiatives including change management.
- Ensure compliance with all policies, procedures and regulatory requirements linked to services provided; including privacy and health and safety.
- Lead, manage and support the service complaints procedure and mediate disputes to achieve a positive outcome for all parties. Ensure appropriate documentation of serious incidents, oversee investigations ensuring the best interests/rights of the people we support.

Leadership

- Direct and supervise the staff in the achievement of programs, services and goals.
- Responsible for the recruitment, training, mentoring, development and performance appraisals of direct reports;
- Ensure the delivery of training programs for learning, safety and wellness of staff.
- Represent the agency and its initiatives; including community awareness, local and provincial planning tables, committees, and partnerships, events and fundraising.

Operational

- Participate in the annual budget preparation/submission process. Monitor annual service budgets and key performance indicators throughout the year to ensure budgets are balanced.
- Provide stewardship to the organization in the wise management of its resources to effectively and efficiently meet the needs of the people we support.
- Act as Tier 2 On-call, resolving escalated issues and emergencies from Tier 1 – On-call staff member.
- Visit homes and programs to ensure activities are person-directed and are being performed with concern for the health, safety and wellbeing of staff and participants.
- Participate in the development of funding applications and reporting for the Ministry of Children, Community and Social services, grantors and other funders.
- Ensure compliance with the Ministry of Children, Community and Social Services quality assurance measures, guidelines and standards.

About Us

Community Living North Perth is a not-for-profit charity. We champion and advocate for the inclusion and citizenship of people with developmental disabilities in North Perth. We are dedicated to promoting quality of life through education, advocating inclusion, realizing dreams and supporting people to be contributing members of their community.

How to Apply

Application Deadline: June 8, 2022. Apply in confidence with a cover letter and resume to hrresults@w-u.on.ca. We appreciate the interest of all applicants, however only those under consideration will be contacted.

We are dedicated to maintaining a respectful, fair and equitable work environment, and welcomes submissions from all qualified applicants. If accommodation is required during the selection or interview process it will be available upon request. This job posting is available in an accessible format upon request.