



Job Title: Program Manager

Job Summary:

Reporting to the Director, a Program Manager is responsible for managing all aspects of youth and/or adult resource homes. Ensuring a trauma informed and person-centered approach with both persons served and employees. As a key member of the leadership team the Program Manager oversees all aspects of the individual resource homes, youth and/or adult services including communication with their natural and paid supports and engagement with MCFD or CLBC. In addition, ensuring compliance with CARF standards, funder and company policies & procedures and licensing standards.

Qualifications:

- Diploma in related human/social service field; Bachelor's degree preferred
- Three (3) years recent experience in the human services field with a focus on Person Centered Trauma Informed Practice
- One (1) year in a leadership role: Preferably providing direct supervision
- Ability to pass a Criminal Record Check and Ministry of Children and Family Development
- Class 5 Drivers Unrestricted License
- Community Care First Aid with CPR
- Or an equivalent combination of education, training, and experience

Skills and Abilities:

- Working knowledge of the fundamentals of program leadership for youth and/or adults with complex needs
- Ability to effectively manage multiple tasks and competing priorities
- Demonstrated ability to work effectively with complex needs and behaviors
- Demonstrate clear and sensitive verbal and written communication skills
- Ability to deliver confident coaching, supervision, performance feedback and discipline to staff
- Ability to work both independently and as part of a team
- Strong organization, planning and time management with follow through
- Sound critical thinking, good judgement, problem solving, and decision-making skills
- Recognizes the importance of and practices confidentiality, respecting privacy, and ethical decision making



Key Duties:

1. Develops a positive relationship with youth and/or adults and their natural support network and other stakeholders
2. Conducts assessments, develops guidelines of care with person served goals, and facilitates transition and exit plans
3. Revises individualized guidelines of care and program activities to enhance youth and/or adult skills to provide opportunities for person-served to move into an alternative living situation (i.e., group care, semi-independence, foster care and/or home share)
4. Liaisons with youth and/or adults care team ensuring regularly scheduled meetings are attended.
5. Advises and/or recommends to Program Directors when youth and/or adult may require restrictive practices as part of their safety plan – ensures that all restrictive practice policies and/or direction are adhered to
6. Manages all aspects of medication delivery, storage, and disposal, which includes individual staff monitoring, arranging annual medication training, and reporting medication errors in writing to the Program Director
7. Responsible to review youth and/or adult files and documentation for accuracy, appropriateness of information and writing. Provides feedback and training to staff
8. Ensures there are appropriate safety and risk management plans and staff adhere to the plans to reduce critical incidents
9. Manages and debriefs critical incidents and reviews practices for changes to increase youth and/or adult safety
10. Reviews all critical incidents for content and accuracy within the mandated timelines
11. Provides support to staff through a trauma informed and person-centered lens
12. Manages employee performance through coaching, mentoring, and applying progressive discipline as required
13. Manages human resource issues including hiring, performance appraisal, investigations, discipline, and grievances. Hires and evaluates personnel and ensures appropriate orientation, training, and development.
14. Conducts monthly staff meetings that include an agenda and minutes and shares organizational information with all staff
15. Arranges and/or conducts individual or group training as required to enhance the skills of staff or address a skill deficit
16. Models and supports self-care and is aware of the needs of their staff team
17. Works in collaboration with Program Directors and other departments to ensure all practices, procedures and policies are adhered to and documented
18. Works collaboratively with scheduling to ensure the best interest of the youth and/or adult is taken into consideration and staff are fully trained prior to being schedule in a home



- 19. Participates in after hours rotation as required
- 20. All other duties as directed and required

Job description has been updated and amended with approval of employee and Human Resources Director.

Employee Signature

Date