

518 JOB DESCRIPTION COMMUNITY HOUSING AND INCLUSION PROGRAM PROGRAM MANAGER

- Program Area:** Supported Living and Independent Living (Community Housing and Inclusion Program)
- Reports to:** Director, Community Housing and Inclusion Program
- Purpose of Position:** To ensure high quality services are provided to Program within the parameters of the staffing model, budgeted expenses and other resources secured for the program.

QUALIFICATIONS

Education / Experience:

- Post Secondary Certificate in related field, a minimum of one-year supervisory experience and two years direct experience supporting people with disabilities.
- OR**
- High School Certificate or related Human Service courses plus a minimum of three years employment providing direct support to adults with disabilities.

Skills & Knowledge:

- experience &/or knowledge of issues affecting people with disabilities
- commitment to values & philosophy of NSDRC
- well developed communication skills
- demonstrated team building & leadership skills
- multi-task & financial management skills
- knowledge of non-profit structure, government, community resources/networks
- ability to deal with change, stress, & responsibility
- effective time management skills
- ability to be flexible & receive feedback
- computer literacy
- knowledge of the current Community Care Facilities Act*
- knowledge of Long-term Care quality assurance, care & funding structures

REQUIREMENTS

- car & valid BC Class 5 Driver's License
- BC Class 4 Driver's License (Restricted)*
- current Emergency Level First Aid, or equivalent
- current CPR Level A Certificate, or equivalent
- clear Criminal Record Search
- negative TB Test, or a clear chest x-ray
- Medical Doctor's Note of good health
- Nonviolent Crisis Prevention Certification
- "Person in Charge" as outlined by North Shore Health*
- Hepatitis "B" test & inoculations, if required

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A United Way Member Agency

1.0 DIRECT SERVICE, SUPERVISION & SUPPORT	
Responsibility	
1.1	Report serious incidents to the Director, Community Housing and Inclusion and appropriate funding bodies as required.
1.2	Supervise employees, volunteers, grant workers and practicum students within assigned program including regular performance monitoring and annual reviews.
1.3	Responsible, with other Program Managers, for all CHIP programs.
1.4	Responsible for sharing on-call weekend/statutory coverage.
1.5	Provide information on NSDRC services and community resources to all.
1.6	Set up and conduct job interviews and train new employees.
1.7	Self-manage assigned program areas.
1.8	Participate in Community Housing and Inclusion Program (CHIP) Team meetings, CHIP Program meetings, internal networks, committees, working groups and other meetings as requested.
1.9	Ensure adequate staffing within budgeted hours.
1.10	Provide training opportunities for employees to the Training Committee.
1.11	Schedule and chair staff meetings.
1.12	Schedule Health Care Plan meetings.
1.13	Ensure maintenance issues are addressed and approved by the Director, Community Housing and Inclusion Program.

2.0 ADMINISTRATION	
Responsibility	
2.1	Develop, review and update participant's care plans.
2.2	Process required forms to the Disability Management Institute as per procedures.
2.3	Complete WorkSafeBC documentation including completion of the Employer's Incident Investigation Report and provides all forms to the Payroll and Benefits Administrator.
2.4	Review worksite WorkSafeBC claims.
2.5	Ensure accurate administration of participants' medication.
2.6	Review and authorize employees' payroll schedules.
2.7	Review of Quarterly Report.
2.8	Provide input and monitor annual program budgets in consultation with Finance Manager.
2.9	Ensure van maintenance issues are addressed.
2.10	Ensure that policies that impact programs are created and updated in consultation with Operations Management Team.
2.11	Coordinate department submissions to annual Quality Assurance Plan and provide quarterly Variance Reports for program in consultation with Operations Management Team.
2.12	Develop and submit new program development proposals in consultation with the Operations Management Team.
2.13	Provide all new employee application documentation (hard copy) to Administrative Assistant.
2.14	Review any outstanding documentation requirements and updates the ShareVision Employee Information record. Program Manager scans all outstanding documents to the electronic personnel file.
2.15	Problem solve Day Force issues with employees and, if unable to resolve issue, the Program Manager contacts the Human Resources Manager for assistance. The Program Manager then advises the employee of the solution to the issue.

2.0 ADMINISTRATION	
Responsibility	
2.16	Review of Absentee Tracker provided by the Human Resources Manager.
2.17	Undertake special or time limited projects as requested.
3.0 QUALITY ASSURANCE	
Responsibility	
3.1	Adhere to Association and Program Mission Statements and Policies.
3.2	Ensure Person Focused Plan is in compliance with the Quality Assurance Plan.
3.3	Respond to formal internal Review recommendations.
3.4	Arrange with other Program Managers the Program Management Tea for all employees.
3.5	Participate in internal and external professional development.
3.6	Participate in Quality Assurance monitoring.
3.7	Ensure all required documentation for Quality Assurance.
3.8	Provide all interested stakeholders with information on comparable services.
3.9	Meet with Director, Community Housing and Inclusion Program and service funders regarding service quality.
3.10	Participate in internal advisory committees and ensure committees are established and maintained.
3.11	Maintain open lines of communication with participants, family, support network members, professional consultants and employees.
3.12	Respond to concerns raised by participants, members of their support network, employees and services funders regarding program, in consultation with Community Housing and Inclusion Program Management Team members, Director Community Housing and Inclusion Program and Human Resources Manager, if appropriate.
3.13	Ensure monthly Occupational Health and Safety drills are completed for all shifts.
4.0 COMMUNITY BUILDING & LIAISON	
Responsibility	
4.1	Participate on committees, networks and working groups as directed.
4.2	Attend fundraising events as requested.

Having carefully read this job description, I understand & agree to abide by the expectations outlined in the job description.

Employee Name (please print)

Signature

Date

Original scanned to electronic personnel file

Copy to Employee

Copy to Human Resources Manager (only if revisions)