



**NORTH SHORE  
DISABILITY  
RESOURCE  
CENTRE**

## **JOB DESCRIPTION PROGRAM MANAGER (On Call Program Manager)**

The North Shore Disability Resource Centre is looking for a dedicated and proactive Program Manager to join our team. In this role, you will visit various program homes on weekends to ensure everything runs smoothly, support our staff, and meet the needs of individuals with disabilities. As the On-Call Program Manager, you will provide guidance, solve problems, and ensure the well-being of both staff and participants.

### **KEY RESPONSIBILITIES:**

- On-Call Support: Lead and support group homes from Friday to Monday.
- Staff Support: Assist staff members in carrying out care plans, resolving issues, and making sure participants are safe and well cared for.
- Problem-Solving: Respond to any emergencies or incidents during your shifts, providing effective solutions and support to staff.

### **Hours of Work**

Friday 7-8 hours

Saturday 7-8 hours (*onsite at teen club - two four hour shifts onsite and the balance at home*)

Sunday 4-8 hours (*popping into program sites. If there is no club, four hours going into program sites and the rest "on-call"*)

Monday – depending on Sunday hours – either four hours to update program site PMs or 7.5 hours to update and do any sharevision notes.

**Reporting to:** Associate Director Children, Youth and Adult life skills

### **QUALIFICATIONS**

#### **Education / Experience:**

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



A United Way Member Agency

*Working for a community for all*



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### **Skills & Knowledge:**

- Experience and/or knowledge of issues affecting people with disabilities
- Well-developed communication skills
- Experience supervising and providing feedback to staff
- Demonstrated team building & leadership skills
- Financial management skills
- Demonstrated ability to deal with change & responsibility
- Effective time management skills
- Ability to be flexible with working hours
- Intermediate level (at a minimum) computer skills
- Knowledge of quality assurance, care & funding structures
- Commitment to the values & philosophy of NSDRC

### **REQUIREMENTS**

- Vehicle & valid BC Class 5 Driver's License
- Current Emergency Level First Aid
- Current CPR Level A Certificate, or equivalent
- Successful completion of a Criminal Record Check
- Negative TB Test, or a clear chest x-ray
- Crisis Prevention Certification





<b>1.0 DIRECT SERVICE, SUPERVISION, &amp; SUPPORT</b>	
<b>Responsibility</b>	
1.1	Ensure contracted service hours are delivered and monitored.
1.2	Ensure adequate staffing within budgeted hours.
1.3	Ensure regular communication with the Director of Community Based Services on all issues.
1.4	Hire employees and train new employees in conjunction with co-managers.
1.5	Conduct intake for participant and their family.
1.6	Communicate with all stakeholders including funders regarding service provided and contracted hours.
1.7	Match 1:1 employee with Children & Youth participants.
1.8	Listen and respond to participants' and their support networks' wishes.
1.9	Supervise employees, volunteers, grant workers and practicum students within assigned program including regular performance monitoring.
1.10	Conduct regular field visits, both scheduled and unscheduled.
1.11	Have regular communication with parents/caregivers of children/youth receiving 1:1 support.
1.12	Ensure employees complete shift notes for participants.
1.13	Ensure employees plan, develop, document, implement and follow Person Focused Plans (PFPs) and SMART goals for each participant.
1.14	Provide participant-specific training and information sharing to employee in conjunction with stakeholders.
1.15	Participate in meetings for both employees and participants.
1.16	Schedule and facilitate quarterly staff meetings.
1.17	Participate on internal networks, committees and working groups as requested.
1.18	Provide input on training opportunities to the Community Based Services Training Committee Member Representative.
1.19	Attend meetings, such as, the Program Management Team or others, as requested.
1.20	Promote public awareness of/& support for programs by attending community events, etc.
1.21	Attend work on a regular basis.
<b>2.0 ADMINISTRATION</b>	
<b>Responsibility</b>	
2.1	Conduct regular performance reviews with employees
2.2	Program planning for after-school & special programs
2.3	Review and monitor monthly service hours delivered.
2.4	Provide solutions for service hours variances to ensure hours are delivered as per each contract.
2.5	Meets weekly with co-managers to ensure clear communication regarding programming and employee schedules.





2.6	Communicates closely with Administrative Assistant and ensures all required paperwork is provided as needed.
2.7	Review all incidents completed by employee on ShareVision and provide follow-up required.
2.8	Authorize payroll in Dayforce as per payroll deadlines.
2.9	Follow-up with any payroll issues with employees as needed.
2.10	Maintain Program petty cash float and provide payment to employees for approved program expenses as per policies.
2.11	Ensure credit card is balanced monthly, and receipts are submitted to finance.
2.12	Coordinate with families and employee vacation schedules ensuring coverage of shift.
2.13	Assist with Summer Bursary Applications and payments to families.
2.14	Provide input and monitor annual program budgets in consultation with the Director of Community Based Services.
2.15	Ensure appropriate policies are created and updated in consultation with the Director of Community Based Services.
2.16	Develop and submit proposals for new program development in consultation with the Director of Community Based Services.
2.17	Undertake special/time limited projects and other duties as requested.

<b>3.0 QUALITY ASSURANCE</b>	
<b>Responsibility</b>	
3.1	Adhere to Association & Program Mission Statements & Policies.
3.2	Establish & coordinate Program Advisory Committee(s) and facilitate quarterly meetings.
3.3	Participate in Quality Assurance monitoring in consultation with the Director of Community Based Services.
3.4	Coordinate annual Program Outcomes Action Plans in consultation with the Director of Community Based Services.
3.5	Respond to concerns raised by participants, members of their support network, employees and services funders regarding program, in consultation with the Director of Community Based Services; and the Manager of Human Resources, if appropriate.
3.6	Participate in employee complaint resolutions in collaboration with Director of Community Based Services and Manager of Human Resources.
3.7	Maintain open lines of communication with all stakeholders.
3.8	Ensure monthly Occupational Health and Safety drills are completed and documented on ShareVision.
3.9	Participate in internal and external professional development.





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**4.0 COMMUNITY BUILDING & LIAISON**

**Responsibility**

4.1	Participate on committees, networks and working groups as directed by the Director of Community Based Services.
4.2	Establish and maintain communication and positive relationships with employees, participants and community members.
4.3	Attend NSDRC 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

Copy scanned to Personnel File  Original to Employee  Copy (if revisions) to Human Resources

