

JOB TITLE: Program Manager - Full Time
REPORTS TO: EXECUTIVE MANAGER
SUPERVISES: Front Line Staff, Placement Students
APPROVED BY: Executive Director
APPROVAL DATE: April, 2018

VISION

All children and youth have the opportunity to grow to their fullest potential. Their success is our priority.

PURPOSE OF POSITION:

In this newly established role, the Program Manager will manage a staff of six fulltime staff, as well as contract and student placement positions. This is a key leadership position within our organization, and will fulfill an important role as a representative of Rebound as we engage with children, youth and families in the community. This position will supervise our mental health supportive services, literacy & learning help and youth justice diversion programs.

ROLES AND RESPONSIBILITIES:

The Program Manager will:

- Manage the development and delivery of programs and services through direction to staff; including coordination, monitoring and evaluation of program plans and service reports to ensure programs are meeting agency and ministry directions regarding best practices, and are aligned with funding agreements
- Will lead the staff team in developing and coaching family and youth centred practices
- Supervises staff through an effective performance management process to develop staff skills, cross training and succession planning, training and support as required
- Assists with recruiting and hiring of new employees
- Implements human resources policies, procedures and practices of the organization
- Manage caseload distribution and workflow supervision for frontline staff
- Facilitate weekly case management meetings with front line staff
- Maintain a small caseload of clients providing one to one counselling services

Administrative Responsibilities

- Ensures the confidentiality of personnel, client and administrative files
- Effectively utilizes technology as a management reporting tool, and program evaluation tool
- Maintain accurate program statistics for reporting and evaluation purposes
- Maintain staff files for the purposes of performance management
- Oversees the development of forms and records to document program activities.
- Oversees the collection and maintenance of client records for clinical, legal and statistical purposes
- Prepares monthly reports including client and program statistics
- Participates in the development and management of program budgets

Program Development

- Maintain a small caseload of clients, providing one to one counselling and skills building programming to children and youth between the ages of 4 – 18
- Develop relationships and knowledge of agencies and partners that can further support the children and youth of the Northumberland community
- Bring strategic leadership to the integration of agency programs, ensuring the needs of children, youth and families are effectively met
- Evaluates programs utilising technology and reporting tools to measure impacts
- Participate in community committees and networks as approved by the Executive Director
- Promote and build public awareness of Rebound, to increase our brand equity in the community and with potential donors and funders
- Participate in team meetings and Rebound events as required
- Understand and comply with Rebound health and safety programs and AODA
- Contribute to the smooth operation of all Rebound activities
- Contribute to maintaining a healthy work environment
- Other duties as assigned and/or requested by the Executive Director

WORKING CONDITIONS

- Flexibility in work hours, including ability to work weekends/evenings for purposes of program delivery and attendance at activities and events where necessary
- Driving/travelling to program locations and other events
- Requires extensive keyboarding on different devices
- Requires working in shared open-concept office space, in a busy environment with frequent distractions

QUALIFICATIONS, EXPERIENCE and REQUIREMENTS

- Post-Secondary education (M.S.W., Masters of Counselling, B.S.W.) in an accredited human service/social service program
- 3-5 years management experience working within the social service sector, preferably with a focus on children and youth
- Demonstrated leadership experience
- Experience in data base management, including statistical and outcome measurement
- Proficient use of Microsoft Office Suite
- Excellent written & verbal communication skills
- Valid Ontario G Class Drivers' License & reliable transportation, with minimum \$2,000,000 liability coverage
- Successful completion of Vulnerable Sector Check/Criminal Record Check is a condition of employment.

Salary Range: \$44,000 - \$50,700.

Please send your covering letter and resume by May 22, 2018 at 5:00 p.m. to:

The Hiring Committee
Rebound Child & Youth Services Inc.,
700 D'Arcy Street North,
Suite 700,
Cobourg, ON K9A 5T3
Email: edrebound@rcys.ca

We thank all candidates in advance for their interest, however, only those selected for an interview will be contacted.