



**PROGRAM MANAGER, SPECIALIZED SENIORS SERVICES -
Penetanguishene**

1 Full Time Permanent Position
INTERNAL/EXTERNAL POSTING

DATE: August 19th, 2022

LOCATION: Penetanguishene, ON – Georgian Bay Seniors Lodge

COMPENSATION: TBD

LOFT Community Services is a unique and dynamic charitable organization that supports people living with complicated issues such as mental and physical health challenges, substance abuse, poverty and homelessness. Serving approximately 10,000 annually and providing 1,733 units of supportive housing last year, LOFT is one of Ontario's largest mental health service providers of its kind.

LOFT stands for Leap of Faith Together. Our employees have an opportunity to take calculated risks and lead the way in the creation, implementation and evaluation of system wide solutions. We work hard. We care passionately. We celebrate. Our staff are the key to our success. LOFT is recognized as a Nonprofit Employer of Choice™ Award (NEOC) recipient and we believe that our LOFTy culture is at the core of everything we do.

To help fulfill our mission, LOFT is hiring a **Manager, Specialized Seniors Services - Penetanguishene.**

JOB SUMMARY:

The Program Manager oversees the administration, management, operations and coordination of the delivery of consumer services for Specialized Seniors Services - Penetanguishene.

The Program Manager establishes and maintains effective resident, tenant and community relations, combined with a strong advocacy role to meet the varied needs of the program in liaison with LOFT Community Services.

In addition, the Program Manager is responsible for the overall coordination and supervision of staff, including training and development programs and provides direct services to resident/tenant members of the program. On a rotating basis with the Supportive Housing

Seniors Program Managers and Directors assumes the responsibility for on call support to the Seniors Programs.

What You Will Do

1. Program Direction

- a. Oversee the administration, management, operational functions and delivery of consumer services for the house and outreach programs, in accordance with government regulatory agencies and LOFT's overall objectives, policies and criteria; operate the home within the requirements of the Tenant Protection Act.
- b. Translate policy into operational program design; establish intake procedures, program schedules, house-recording procedures and other guidelines and operational directives for Specialized Seniors Services - Penetanguishene.
- c. Ensure staff requirements are clearly identified and organize work so there is a clear breakdown of individual staff responsibilities and duties within the program.
- d. Maintain program occupancy at a rate compatible with provincial funding and LOFT Community Services budget requirements.
- e. Develop a written program service plan annually for approval and recommendations.
- f. Ensure ongoing monitoring and evaluation of the program with regular progress reports to the Director of South Simcoe and North Simcoe Muskoka Senior Services and/or the Senior Director Complex Care & Senior Services
- g. Monitor and ensure that all relevant government regulations and recording procedures are carried out

2. Financial Responsibility

- a. Ensure and monitor that staff payroll submissions to LOFT Community Services are accurately forwarded to meet submission deadlines.
- b. Collaborate with Senior Directors of Finance, Director of South Simcoe and North Simcoe Muskoka Senior Services and the Director Complex Care & Senior Services in formulating budget materials.
- c. Control and regularly review all budget expenditures and allocations with in accordance with approved budget. Monitor revenues and compliance to Ministry of Health, R.G.I. policies.
- d. Participate in budget and funding negotiations with government and agencies

3. Daily Operations

- a. Manage the co-ordination, monitoring and maintenance of residents' appointments with physicians, community agencies, support services, income support and other services
- b. Oversee the resourcing and co-ordinating community health care support services (i.e. HCCSS) for residents
- c. Oversee the coordination of the personal care services required by each resident and ensure accurate records of the services is provided.
- d. Oversee the maintenance of appointments and hospital admissions for residents

- e. Co-ordinate and monitor security checks and emergency response system
- f. Participate in all advisory committee, inter-agency and other meetings related to the program
- g. Serve as an advocate and facilitator for residents pertaining to the services and supports they require

4. Direct Service to Resident

- a. Monitor mental health related responsive behaviours and issues of residents and provide support as required
- b. Liaise with resident's circle of care to ensure supports are provided as needed.
- c. Facilitate team planning to manage residents' mental health concerns
- d. Intervene and manage crisis situations related to residents' mental health issues
- e. Facilitate residents' admission to hospital or appropriate care/treatment, as required, related to mental health challenges
- f. Ensure appropriate procedures are followed to reduce the risk of self-harm for residents with suicidal ideations
- g. Facilitate conflict resolution between residents
- h. Supervise the monitoring of residents' psychotropic medications and follow up with medical/mental health professionals as required

5. Work with Staff

- a. Recommend selection of all staff on the basis of job description and salary scales approved by LOFT and recommend changes as required
- b. Develop cooperative action, build staff relationships and act as a liaison between program staff and LOFT
- c. Ensure that LOFT policies and procedures are understood, reviewed annually by staff and carried out
- d. Develop and coordinate training and professional development programs/activities for all staff as needs are identified
- e. Carry responsibility for overall supervision of staff employed by the program, including job performance appraisals as specified by LOFT policy
- f. Coordinate and attend regular staff meeting and weekly supervisors meetings

6. Program Development Responsibilities

- a. Develop, implement and maintain all member programs in co-ordination with the resident/tenant members, staff and organization
- b. Participate directly in resident/tenant members programs and activities, and act in advisory capacity in resident/tenant member committee meetings
- c. Develop and co-ordinate a volunteer program and supervise student placements.
- d. Maintain a staff/resident/tenant member committee to ensure input into programming.

7. Participation in External Program Functions

- a. Represents program on community or government committees where staff representation is requested, indicated or delegates this responsibility
- b. Attends conferences, meetings, etc. related to the work of the program, as approved by LOFT

What You Bring

- Post-secondary education/degree in Nursing and a member, in good standing with the College of Nurses of Ontario , or e
- A minimum of 3 years' experience in program administration/management including service and program development, staff supervision, budget administration and collaboration with community partners
- Experience in the application of the statutes/regulations/legislation governing non-profit housing and assisted living services for high risk seniors
- Extensive knowledge and experience in community based supportive housing with vulnerable older adults/seniors with special needs, mental health and socially disadvantaged individuals
- Knowledge of the social services provided by all three levels of government and of the services provided by other community agencies
- Experience providing services to individuals with needs related to responsive behaviours/personal expressions
- Knowledge and experience in the planning and delivery of direct services in accordance with psychosocial principles
- An understanding of the Psychosocial Rehabilitation principles, and the ability to operationalise them;
- An understanding of the therapeutic relationship, and an ability to come to an agreement with clients on goals/priorities;
- Demonstrated ability in program planning, implementation and evaluation
- Demonstrated team leadership ability to effectively manage staff on an individual and program team basis
- Knowledge of the Tenant Protection Act, and tenant rights and obligations
- Knowledge and understanding of statutes and regulations governing non-profit housing, social and health issues and fire/safety requirements
- Excellent interpersonal, advocacy and group dynamic skills
- Excellent communication skills, both written and oral
- Computer literate and able to use basic Microsoft Office software and provincial common assessment tools-OCAN and Inter RAI CHA
- Ability to establish and maintain effective working relationships with consumers, multidisciplinary professional staff, volunteers, advisory committee members, government and community representatives and other staff
- An understanding of cultural competency and anti-oppression framework

What We Offer

- A comprehensive compensation and benefits package, including medical, dental, vision, life insurance, long-term disability and Defined Benefits Pensions Plan
- 24/7 Employee Assistance Program
- Paid time off per year: We observe 10 public and civic holidays, vacation days and paid sick days. On top of that, we have paid float days which you are encouraged to take (no justification required)
- E-learning program available all year round and accessible at your convenience; just sign up for mandatory trainings and others which you are interested in
- Professional development budget available to help you nurture and shape your career
- Corporate Gym membership rate with GoodLife Fitness

***Note:** All LOFT employees are required to be fully COVID-19 vaccinated as a condition of hire in accordance with LOFT's Vaccination Policy. A satisfactory vulnerable sector check (VSC) is also required.*

TO APPLY: Send your resume with cover letter to Human Resources **Email:** hr@loftcs.org

LOFT Community Services is committed to making employment opportunities accessible in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. Requested accommodation will be provided in all parts of the application and hiring process by contacting humanresources@loftcs.org or (416) 979-1994. We welcome and encourage people from equity-deserving communities and intersecting identities to apply for this position.

PLEASE INCLUDE: "PROGRAM MANAGER – GB" IN THE SUBJECT LINE OF ANY EMAILS.

CLOSING DATE: September 16th, 2022