



Job Description

Job Title:	Program Manager
Reports To:	Executive Director
Supervises:	All Staff excepting the Executive Director
Approved by:	Executive Director

Purpose of Position:

The purpose of the position is to assist the Executive Director in the effective operation of all addiction programs. The position ensures the quality, consistency and appropriate delivery of designated services within the Centre. The Program Manager functions as the direct supervisor and manager of designated services.

The Program Manager also has lead responsibilities for specific clinical services. The Program Manager is responsible for the clinical consultation, leadership, and direction with regards to this lead function. For example, the Program Manager would take lead responsibility for the following services: Concurrent Disorders, Adult, Family Programs, Gambling, etc.

Major Responsibilities:

*Note: These examples are intended only as illustrations of the various types of work performed. The omission of specific statements of duties **does not** exclude them from this position if the work is similar or related or a logical assignment to the position. The duties of the job as outlined may be subject to later changes.*

- Oversee with the Executive Director the day-to-day activities of all services in the Centre. Ensures the implementation of the service goals, program and client objectives
- Conducts regular case reviews, file audits, and provides consultation and support to staff as needed
- Provides skill training and support to employees within the centre or where

- lead responsibility for clinical function exists
- Works with the Executive Director to develop, and maintain agency standards through a variety of means including, direct supervision, coaching, modeling, reviewing, scheduling and providing feedback to assist them in maximizing their performance in fulfilling the duties of their positions
- Evaluates employee strengths, achievements, challenges and needs for purposes of ensuring program performance, conducting regular supervision and completing the required performance appraisals on an annual basis. When a new person is hired evaluations are every three (3) months until the annual performance review.
- Provide supervision to all staff. Provide direct supervision, intervention and/or disciplinary actions with staff as required. The Program Manager will exercise authority in a constructive and positive manner that respects the human and professional dignity of the agency staff members
- Inform the Executive Director promptly and proactively of any issues, such as incidents, complaints, potential litigation, employee-related issues, etc.
- Assist all employees in resolving performance problems as they arise and report as required to the Executive Director
- Ensures that documentation and all necessary forms are completed.
- Conduct regular follow-up of the programs and services. Conduct regular reviews of all documentation, data, and observations. Shares these findings with the Executive Director for this clinical service
- Work with the team members to ensure the effectiveness of all programs by developing and utilizing a variety of evaluation techniques. Compile quarterly and annual reports of program activities in accordance with policies and procedures. Ensure best practices are utilized in all service areas
- Maintains current and comprehensive policies and procedures with the Executive Director and Aftercare Manager for lead clinical services and direction of clinical staff to ensure that applicable policies and procedures are followed
- Manage the ongoing development of information technology and computer systems with the Information Technology (IT) personnel.
- Reviews agency expectations with other team members to ensure consistency
- Alerts the Executive Director of potential problems in a timely manner
- The Program Manager will provide direct service in emergencies
- Take a leadership role in the recruitment and selection of all program employees
- Ensure that all program staff meets minimum training standards. Coordinate ongoing training sessions that emphasize proper clinical skills. Orientation of new staff to clinical and operational procedures
- Assumption and responsibility for other appropriate tasks as delegated

Knowledge and Skills:

Minimum qualifications include Bachelor's level post-secondary degree in Health Sciences.

Minimum of five (5) years supervisory experience and a strong commitment to

the rights of the population we serve; needs to have their ICADC or be prepared to get it.

Clinical consultation and supervision experience, including case dynamics and documentation preferred. Demonstrated knowledge of clinical case management principles, and specific clinical knowledge in the area where required to provide a lead role.

Strong knowledge of Accreditation to support De Novo preparing for Accreditation.

Demonstrated human resource skills necessary to provide effective leadership to a team of employees.

Demonstrated competence in administrative principles and procedures as they relate to the operation of agency programs.

Considerable knowledge of addiction and issues related to addiction/concurrent disorder illness, including their impact upon personality, living, learning and working. Considerable knowledge of the principles and practices of the agency's functions/programs.

Special knowledge and understanding of clinical issues in the area where the Program Manager has lead responsibilities.

The ability to provide effective clinical guidance through consultation, modeling and demonstration to employees

Strong analytical and problem-solving skills to identify and resolve complex service/operational issues and to inform others on the handling of those matters; employing mediation and conflict resolution skills as required.

A valid Ontario driver's license in good standing. It is the employee's responsibility to ensure that the vehicle is safe and reliable to operate

Judgment:

Work requires a very high level of ability to assess and discriminate consumer needs and problems. A great deal of independent judgment within approved policies and procedures is expected

Excellent clinical and practical judgment is required, especially in handling high-risk situations while in the centre

Excellent judgment and discretion is needed in handling sensitive, confidential issues and documents

Accountability

Program:

The Program Manager is directly accountable to the Executive Director. The Program Manager will be expected to serve on, and be accountable to agency committees and task groups as assigned. Program objectives are established through a collaborative effort. The position has some clearly defined independence, and limited freedom of decision-making as defined by policy and procedures. The Program Manager provides direct supervision on a regularly-scheduled basis. The Program Manager will oversee the implementation of quality consumer programs and services that abide by agency standards.

Material:

The Program Manager is responsible for exercising adequate care of the material provided by the program for the fulfillment of the role.

Financial:

The Program Manager will work collaboratively with the Executive Director around program budgets, as required

Personnel:

The Program Manager ensures that individual employees' work performance meets standards by providing clinical consultation, leadership, coaching, role modeling, feedback and support.

Contacts

Internal: Board of Directors as delegate to the Executive Director, Executive Director, team members, staff of other agency programs, administrative assistants

External: Consumers, relatives or friends of consumers, referral sources, service providers, community members, community agencies and other health care professionals

Occupational Health and Safety:

The Program Manager is designated as a "supervisor" under the Occupational Health & Safety Act. The Act sets out certain specific duties for workplace supervisors. A supervisor shall ensure that a worker:

- Works in a manner and with the protective devices, measures and procedures required by the Occupational Health and Safety Act and the regulations;
- Uses or wears the equipment, protective devices or clothing that the worker's employer requires to be used or worn;

Additional duties of supervisor – Without limiting the duty imposed by subsection (1), a supervisor shall:

- Advise a worker of the existence of any potential or actual danger to the health or safety of the worker of which the supervisor is aware;
- Where so prescribed, provide a worker with written instructions as to the measures and procedures to be taken for protection of the worker; and
- Take every precaution reasonable in the circumstances for the protection of a worker, R.S.O. 1980, c. 321, s. 16.

Working Conditions:

The work schedule will include days, evening, weekends and may require some holidays. The position requires the Program Manager to be on call.

This position requires frequent walking, sitting and standing while performing activities throughout the centre. The position requires bending, kneeling, stretching and lifting actions to complete/assist clients to complete various activities that assist clients in achieving independence. Assist in lifting or mobilizing clients and/ or running to the aid of staff/clients in emergency situations.

Work duties will be performed in a standard office environment with exposure to irritants such as background noise, telephone sounds, and equipment noise. The Program Manager will be expected to be available to answer and respond to calls while at the office and will be expected to sit, and complete documentation while on the phone. While performing the duties of this job, the Program Manager is regularly required to talk, concentrate and listen to people in one-to-one and group situations and frequently required to sit for periods of time.

Other duties require the Program Manager to work with clients in the community (for example, at hospitals or in public places). The Program Manager will be exposed to a variety of unpleasant community and residential settings. The position involves occasional exposure to environmental hazards such as second-hand smoke, body fluids (bio-hazardous materials), and unpleasant home environments while responding to clients in the centre.

The Program Manager will be required to drive within Muskoka-Parry Sound Districts. Less frequent travel will be required out of the districts. Driving hazards will be present including inclement weather, road conditions, late evening, and long distances.

The nature of the position will place the Program Manager in emotionally-charged situations in which there is some risk of physical injury. The position requires staff to interact with potentially aggressive or unpredictable people on the phone, or in person. Must have certification in WHIMS, Non-violent Crisis Intervention, First Aid and CPR training.

Policies, Procedures and Guidelines:

The standards against which employee performance will be measured and evaluated are articulated in the agency's policy, procedures and philosophy. The

Program Manager is responsible to ensure conduct within appropriate professional standards.

In addition, relevant professional standards and guidelines also apply:

- Addictions Ontario (core knowledge and skills)
- Ontario Federation of Community Mental Health and Addiction Programs (Accountability Supports for Addiction and Mental Health Providers)
- Policies and Procedures of DeNovo Treatment Centre
- Program-specific best practices
- Professional Code of Practice and Ethics

Disclaimer:

This job description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the Program Manager. The Program Manager may be asked to perform other duties as required.

I, _____ (Please Print) have received, read, understand and accept the duties and expectations outlined in this job description. I agree to uphold the responsibilities and expectations of the position, as outlined here, and other duties as can reasonably be expected, given the nature of this job.

Signed: _____

Date: _____

Executive Director: _____