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## **Internal/External Job Posting**

### **Program Manager, Older Adult Centre**

We seek a skilled manager/supervisor to support the continued high-quality performance of staff and teams providing a range of supports and activities for local seniors and adults with disabilities.

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families, and groups in the community to gain greater control over their lives and community. Our diverse programs and community development activities support approximately 16,000 people of all ages annually in addition to ongoing public policy development and advocacy on social and economic issues.

**West Neighbourhood House is actively seeking applications from Indigenous, Black and People of Colour, persons with disabilities, women and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.**

**West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.**

#### **Responsibilities:**

- Works with the Director of the Older Adult Centre, Program Managers and Program Coordinators to ensure a range of effective, safe, efficient and inclusive programs are co-designed, accessible, and well-utilized by aging adults and adults with disabilities in our local community;
- Develops and implements innovative approaches to community work in consultation and coordination with local community members, staff teams, partner organizations, and networks such as Ontario Health Teams;
- Provides oversight, monitoring and evaluation of programs, including eliciting and responding to program participant suggestions, complaints and feedback;
- Investigates complaints thoroughly and in a timely manner;
- Represents the House, older adult issues, and sector externally in partnerships and networks;
- Leads continued professional development, training, support, and coaching of unionized frontline staff and frontline supervisors with attention to implementing diversity, equity and inclusion/anti-racism and anti-oppression practices;
- Creatively develops and implements recruitment and training strategies to ensure appropriate staffing;
- Ensures ongoing quality improvement and meeting accreditation standards for operations and programming;
- Participates in Older Adult Centre Coordinators/program leads team planning and decision-

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West Neighbourhood House is an equal opportunity employer. We thank all applicants, but only those candidates to be interviewed will be contacted.

*A United Way Member Agency*

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making and provides backup to support the team;

- Participates in Management team planning and decision-making and provides backup support to colleagues on the Management team;
- Participates in staff meetings, House committees, events and other activities; and
- other duties as required.

### **Qualifications:**

- Education and training equivalent to an undergraduate degree in social work, human resources, health administration, industrial relations or related fields;
- Minimum 3 years experience as a supervisor working in human services (e.g. health, social services) with a demonstrated ability to train, coach and support frontline staff;
- Understanding of community healthcare as a sector;
- Understanding of Alzheimer's disease and related dementias;
- Understanding of the theories and dynamics of supervision and organizational behaviour;
- Excellent interpersonal skills including fairness, teamwork, communication skills, understanding and appreciation of diversity, equity and inclusion and anti-racism/anti-oppression principles;
- Demonstrated experience and initiative in problem-solving and conflict resolution;
- Willingness and commitment to continual learning, including changes in community healthcare, evolving technologies and communication processes, and reflections about diversity, equity and inclusion/belonging;
- Demonstrated curiosity, initiative, and interest in quality improvement and innovation, including new organizational structures and processes;
- An understanding and commitment to privacy and confidentiality;
- Meticulous attention to detail and ability to organize and manage work;
- Ability to travel between locations occasionally. This position will have the option to work sometimes remotely (e.g. from home) as negotiated with the Director of the Older Adult Centre;
- Ability to work or be on call evenings, weekends and overnight as needed;

**Status:** Permanent Full Time (Non-Bargaining Unit Position)  
**Start Date:** As soon as possible  
**Hours:** 35 hours per week  
**Rate:** \$78,332/yr (4 weeks vacation, paid sick days, floater days, full benefits package after 3 months, RRSP contribution at 5% after 1 yr)  
**Unit:** Older Adult Centre  
**Immediate Supervisor:** Director of Older Adult Centre  
**Posting Date:** April 24, 2024  
**Closing Date:** May 3, 2024

**Please send your resume by 5:00 pm on the closing date to:**

Hiring Committee for Program Manager, Older Adult Centre  
[jobs@westnh.org](mailto:jobs@westnh.org)