

Scarborough Centre for Healthy Communities (SCHC) is dedicated to providing accessible, equitable, and transformational health and social service choices for the well-being of Scarborough's diverse communities. We cultivate vital community services by promoting healthy lifestyles while delivering a comprehensive range of culturally competent health and social services programming. Our I2CARE values ensures that we, as a work community, treat all with, inclusivity, innovation, collaboration, accessibility respect and equity.

As an employer, we strive for excellence as a workplace and are committed to building a workforce that enhances our capacity to meet the needs of the diverse communities we serve.

We are currently looking to hire a:

**Manager, Community Health and Support Services
1 - Full-Time, Permanent (35 hours per week)**

Reporting To: Director, Community Support Services

Purpose:

The Manager of Community Health and Support Services oversees the daily operation of services including the Acquired Brain Injury Outreach Adult Day Centre and Caregiver Wellness Programs. They will work collaboratively with internal and external stakeholders to provide comprehensive, coordinated services within the community to support individuals and their caregivers to live and age well at home.

Key Areas of Responsibility:

Leadership and Interdisciplinary Care:

- Understand, interpret, and embody SCHC's mission, vision, and values
- Implement SCHC's strategic priorities
- Promote person and family centered care in practice with a strong emphasis on an interdisciplinary team approach
- Act as a leader in interdisciplinary team-based care, providing evidence-based, comprehensive health care emphasizing healthy living specific to client population needs
- Assist with the identification of program development, implementation, and evaluation opportunities
- Support the development of partnerships with stakeholder agencies ensuring integration of services in the community
- Promote a welcoming environment consistent with SCHC values for staff, students, volunteers and clients
- Facilitate the coordination and integration of services across the organization as well as with external partners and stakeholders

Team Development and Orientation:

- Oversee the recruitment, retention and performance requirements of team members
- Develop and implement individualized plans for professional growth and development, including participation in professional organizations and activities, workshops, seminars, and staff development programs
- Monitor team practices ensuring compliance with relevant legislation and applicable standards of practice
- Provide supervision, mentorship, orientation, observation, and teaching opportunities, when appropriate, to team members

General Responsibilities and Work Plan:

- Develop and maintain professional competence
- Develop and maintain operational systems where required and ensure the on-going completion of program administration including:
 - Payroll
 - Collation of monthly statistics, administration of petty cash systems, etc.
 - Development and monitoring of budgets, including variance analysis
 - In conjunction with other staff, identify areas which require additional resources
 - Coordinate and complete reporting requirements in accordance with funder time frames
- Redesign work flow processes to ensure efficiency and access for clients
- Remain current and knowledgeable of issues related to the social determinants of health, community health, homelessness in the GTA, local community trends, etc. particularly in the Scarborough area.
- Represent the organization at external forums with respect to advocacy, partnerships and other issues
- Perform other duties as assigned that are reasonable within the scope of the job.
- Respond to new reporting structures as the organization grows and changes to better accommodate client need and strategic priorities

Budget and Planning:

- Develop, monitor and analyze the budgets within the portfolio, including variance analysis and forecasting
- Develop, monitor and evaluate the Strategic Plan and annual portfolio plans, including goals and objectives
- Track and report on the programs' annual plans and provide appropriate risk identification and mitigation strategies

Committee Work

- Represent the organization at external forums with respect to advocacy, partnerships and other issues
- Participate as part of management team in organizational planning and development
- Participate on organizational workgroups and/or committees as required

Educational and/or Professional Qualifications:

- Degree or diploma in gerontology, social work, community services and/or relevant health or social services discipline required

Level of Experience:

- Minimum five years of experience in development, implementation, and management of community health, seniors' health, health promotion and/or acquired brain injury programs required.
- Experience working with aging individuals and their caregivers required
- Experience working with communities that are dealing with issues related to violence, poverty, social isolation and exclusion required

Skills and Attributes

- Demonstrated leadership skills
- Developed critical/strategic thinking skills
- Excellent interpersonal skills with a strong orientation to staff and team growth and development
- Ability to create a collaborative multidisciplinary working environment which fosters high morale and effective staff relationships and participation
- Knowledge and understanding of the aging process, the specific needs of seniors, caregivers and adults with disabilities
- Ability to represent organization programs and community needs to external stakeholders
- Ability to stay calm, focused and enjoy multitasking in a complex and demanding environment
- Sensitivity to and awareness of cultural, racial and socio-economic diversity within the community
- Ability to direct the investigation and resolution of client complaints
- Ability to work between multiple sites due to program locations
- Proficiency in the use of technology, and various software applications, including MS Office and Practice Solutions (PSS)
- Valid Driver License to drive in Ontario and access to a vehicle required

Significant Working Conditions

- Flexibility of hours – Evenings and weekend work will be required
- Traveling, including across sites, as required to support program planning and delivery of services
- Ability to transport including lifting/carrying/pulling up to 25lbs of equipment between multiple sites
- Working with clients who sometimes exhibit difficult behaviours
- Combination of Onsite, Hybrid and Virtual work environment

Remuneration: Commensurate with experience. Competitive compensation and benefits package including extended health benefits and HOOPP pension plan.



Please apply in confidence to HR by email: Recruitment@schcontario.ca

We would like to thank all applicants; only those invited to interviews will be contacted.

Note: Please quote **CHSS-M** in the subject line.

If you require any accommodation, please advise Human Resources. As a condition of employment all new hires must be legal to work in Canada. You will also be required to undertake a Vulnerable Sector Screening with Police Services.

SCHC values equity, inclusion and accessibility. We welcome those who have a demonstrated commitment to upholding these values and who will assist us to expand our capacity for diversity in the broadest sense. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, newcomers, persons with disabilities, and those who identify as women and/or LGBTQ2S+.

SCHC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. We respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. SCHC will provide accommodations to applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources staff of the nature of any accommodation(s) that you may require.

www.schcontario.ca.

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