



Isolation Services, Program Manager Job Posting

TITLE: Isolation Services, Program Manager

LOCATION: Isolation Site

DEPARTMENT: Administration

REPORTS TO: Executive Director

DIRECT REPORTS: Support Workers, Nurses, Site Coordinators

HOURS: Full-time, Hours typically 8:30am to 5:00pm with adjustments in schedule to meet operational program needs or as requested by the Executive Director.

POSITION SUMMARY

The Isolation Services Program Manager provides leadership in the operation of MSP's COVID isolation site including the management and supervision of staff. The Program Manager serves as the direct contact for employee development including performance management, program development, evaluation and delivery; ensures appropriate numbers of staff are scheduled in each program and on each shift. This position is responsible for the successful facilitation of supports and interventions for MSP participants in coordination with an interdisciplinary team.

KEY RESPONSIBILITIES

Operational Oversight

- Ensure the programs overall operations continuously runs efficiently, delivering program services in the most consistent manner possible.
- Responsible for the development, implementation and maintenance of program policies, procedures and activities consistent with MSP's mission and goals.
- Provides periodic review, evaluation and modification of programs in accordance with MSP's mission and contractual obligations.
- Ensures that programs and activities reflect the needs of participants.
- Create a culturally safe and secure environment where people feel safe and draw strength in their identity, culture and community.
- Ensure a supportive environment and builds respectful, professional relationships with participants.
- Maintain an effective and accurate ordering of inventory, including keeping vital supplies on-hand at all times, managing the supply, equipment, and repairs for each program.
- Submit required reports and statistics; uses information to make informed decisions.
- Ensure compliance with Health and Safety regulations; ensure timely completion and submission of WCB forms to WCB and to the HR Department.

Participant Services & Programs

- Ensure the management and delivery of participant services and procedures, including participant intakes and orientation.
- Execute on the goals of MSP programs, and drives service delivery towards achievement of program outcomes as defined in MSP's mission, vision and strategic plan.
- Model and maintain a safe, trauma-informed, low-barrier, housing-focused philosophy.
- Provide direct service to participants through crisis intervention, counseling, case management, participant grievance/dispute resolution, outreach, and other service activities as necessary in conjunction with other departments.
- Ensure precise and accurate documentation of participant files and entries into the HIFIS database
- Facilitate connecting participants with MSP Case Workers and partner providers.



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- Evaluate program outcomes making recommendations for improvement.
- Encourage community participation where appropriate.

Compliance

- Ensure that staff are completing all reporting and compliance documentation; provides training and clear instructions.
- Ensure that all documentation and database updates, shift/ communication logs, and incident documentation (RL6) are filed appropriately.
- Partner with the Executive Director to review the program's operations manual annually.

Leadership, Team Supervision & Team Coordination

- Manage, train, and coach staff, developing a strong and skilled team;
- Responsible for the supervision of program staff, students, volunteers and interns.
- Schedule staff for all shifts ensuring full 24/7 staff coverage, resolve scheduling issues, and fill in scheduling gaps as needed.
- Ensure staff receive timely and meaningful feedback about job performance, conduct, and attendance; ensure documentation is provided.
- Directly addresses and manages staff issues, including staff complaints, conflict resolution, and disciplinary issues; documents issues and ensures appropriate team members are notified on matters of concern.
- Ensure compliance with all Health & Safety policies and procedures, identifying areas for improvement.
- Ensure appropriate application MSP's Collective Agreement.
- Provide support to all staff including responding to emergencies from staff on-site or from on-call providing site coverage.
- Be available on for On-Call duties on a rotating basis in accordance to the on-call policy.
- Responsible for determining staffing needs, participate in the interviewing process, align staffing with budgets, manage resources, and manage staff performance:
- Plan staffing levels in accordance with budgets
- Partner with the Human Resources Department to recruit, interview, select, hire, and employ an appropriate number of staff to meet program goals.
- Coach, mentor, and develop staff, including onboarding; empower employees to take responsibility for their jobs and goals.
- Lead employees using a performance management and professional development process that encourages staff contribution, goal setting, feedback, and performance development planning.
- Provide effective performance feedback through employee recognition and disciplinary action, with the assistance of Human Resources, when necessary; documents performance utilizing MSP's documentation tools.
- Maintain employee work schedules, training, vacations and paid time off, coverage for absenteeism, and overtime scheduling.
- Maintain transparent communication through team meetings, one-on-one meetings, email communication, and regular face to face communication. Help ensure effective communication across shifts.



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EDUCATION & QUALIFICATIONS

- Post secondary education in Public Health Administration, Psychology, Public Administration, Social Work, Non-Profit Management, or a related field, combined with training in human services.
- Two years' previous experience working with a homeless population or a marginalized population, and persons in need and culturally diverse populations, or with a social service agency.
- Two years program management and staff supervisory experience in a non-profit setting required. A combination of education and experience will be considered.
- Knowledge and training in working with homelessness, substance use, mental illness diagnosis, and crisis intervention techniques.
- Ability to work flexible hours and/or on-call hours, including some weekends and evenings.
- Satisfactory Criminal Background Search & Vulnerable Sector Search Certificate, Clear Adult Abuse Registry Check
- Valid Class 5 Driver's License
- Mental Health First Aid certificate and Non-violent Crisis Intervention (NVCi) certificate are considered an asset

KNOWLEDGE, SKILLS & ABILITIES

- Demonstrated leadership skills, ability to influence others to perform their jobs effectively and to be responsible for making decisions;
- Outstanding communication and attentive listening skills
- Ability to exercise good discretion and judgment in working with a variety of persons.
- Excellent organizational skills and the ability to manage time efficiently.
- Ability to de-escalate situations in a crisis oriented environment.
- Demonstrated ability to work effectively on multiple projects, including prioritizing, overseeing, participating and bringing projects to completion in a timely manner.
- Ability to teach and support others adjusting teaching style to the learning needs of others.
- Maintains participant, team member and employer confidentiality. Complies with PHIA regulations, and MSP policies and procedures.
- Ability to complete paperwork and basic reports; proficient in the use of computer software and electronic medical database systems; working knowledge of HIFIS.
- Proven ability to problem solve and identify resources independently and to communicate needs to staff as appropriate.
- Excellent critical thinking skills, ability to analyze and evaluate an issue so that a decision or judgement can be made; gather information by observing and asking questions.
- Proven ability to work independently and collaboratively as an effective member of a team.
- Ability to create a culturally safe and secure environment where people feel safe and draw strength in their identity, culture and community.
- Working knowledge and understanding of the various components of human resource management. Experience in a unionized environment is considered an asset.
- Commitment to the principles that guide Main Street Project, as reflected in the history, vision, mission, values and strategic plan.
- Proven ability to work within an interdisciplinary work environment with respect, professionalism, cooperation, sensitivity and cultural awareness.



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- Strong knowledge, commitment and demonstrated ability to apply diversity, equity, cultural safety, pro-choice, social determinants of health, population health, anti-oppression, harm reduction, trauma-informed and community development principles in all aspects of the work.
- Knowledge of TRC Calls to Action, MMIWG Call to Justice, and UNDRIP
- Additional languages (Indigenous) are considered an asset
- Experience working with Indigenous organization and/or communities an asset

WORKING CONDITIONS

- Fast paced environment with occasional high pressure or emergent situations.
- Work hours subject to program needs to ensure coverage during all hours of operation.
- Frequent exposure to bodily fluids; frequent interaction with a diverse population with varying addictions and mental health needs.
- Frequent sitting, standing, walking, grasping, carrying and speaking; occasional reaching, bending and stooping; lifting, carrying, pushing and pulling up to 50 pounds, with assistance if needed
- May need to lift or turn participants with mobility issues, with assistance if needed

APPLICATION PROCESS:

When emailing your application, be sure to indicate the correct position information in the **subject line** when applying:

Submit required documentation to	hr@mainstreetproject.ca
Required Documentation	Resume, Cover Letter, Education Credentials
Closing Date	May 2, 2022
Subject Line	Isolation Services, Program Manager

Main Street Project recognizes the importance of building a workforce that is reflective of the community it serves, where culture, language and perspectives drive a high standard of care and service. Therefore, preference will be given to Indigenous people and those who reflect the people/population we serve. Applicants are asked to self-declare in their cover letter along with describing how they meet the above qualifications.

We thank all applicants but only those selected for an interview will be contacted.