



Inspire - Community Support Services is a non-profit, multi-service community-based agency. The agency is currently looking to fill a full-time Program Manager – Development Services and Case Managements position. The position is responsible for program and service planning, operations, and oversight of programs and services for clients with developmental disabilities. This position will work out of our main office in Cornwall and travel may be required.

**Position Title:** **PROGRAMS MANAGER – DEVELOPMENT SERVICES AND CASE MANAGEMENT (FLS DESIGNATED POSITION)**

**Reporting Relationship:** Reports to the Director of Programs and Services

**Role accountabilities:**

- Strategy, Planning and Reporting – Leads the development of the function’s annual program and services plans, including budget, risk management and quality assurance. Ensures performance metrics are developed, tracked, and reported.
- People Leadership – Provides day-to-day leadership and performance management of team members. Ensures an effective organizational model and clarity in roles and responsibilities.
- Financial Management – Manages specific program financial allocations for client and families, monitors funds, and develops actions plans for variances. Reviews and updates service agreements for programs.
- Stakeholder Relationship – Liaises and interacts with client and families, attends case conferences, and responds to issues and concerns. Establishes and maintains effective communication and coordination with internal and external stakeholders including community agencies, service providers and government.
- Operations – Manages the delivery of programs, services, and initiatives including urgent care response. Oversees division’s case management, monitors priority levels, assigns case load, and provides advice and direction on program, clinical assessments, and plans of care. Assesses intake documentation and determines eligibility and status; responds and forwards as appropriate.
- Risk Management and Compliance – ensures that systems are in place to identify and manage risks by ensuring compliance with applicable legislation, regulations, contracts, and policies and procedures.
- Communication – Builds, maintains, and interacts across a range of internal and external stakeholders with a focus on provision of program, process, service, and operational advice, direction, and problem resolution. Uses change management skills and emotional intelligence to manage and resolve challenging interpersonal dynamics



**Position Requirements:**

- Completion of undergraduate university degree in social work, psychology, health sciences or business administration.
- Greater than 5 years previous work experience in progressive leadership roles in community and social services program development and delivery, ideally in the developmental services sector.
- Must be fluently bilingual (oral and written). FLS testing will be required.
- Knowledge of operational management practices including program/service delivery models, policy development, planning, budgeting, performance measurement management, and human resources
- Knowledge of developmental disabilities and complex special needs
- Knowledge of case management, program design, delivery, assessment, and evaluation methodologies, processes, and practices
- Knowledge of the broader agency's units and divisions, community and ministry partners, and non-profit sector trends and challenges
- Knowledge of relevant governing legislation, collective agreements, policies, and procedures
- Knowledge of office productivity software and databases, and technology devices

**Employment and Working Conditions:**

- Works primarily in an office environment.
- Police Reference Check for the Vulnerable Sector required.
- Valid Ontario Driver's License and reliable transportation.
- 35 hours per work week.
- Competitive compensation and benefits package.
- Competitive vacation time and leave time.

All interested parties are invited to submit their resume and cover letter to the attention of Lisa Waldroff, Director of Finance, Human Resources & Administration, via email at [lwaldroff@inspire-sdg.ca](mailto:lwaldroff@inspire-sdg.ca)

Inspire Community Support Services is committed to Employment Equity. We welcome diversity in the workplace and encourage applications from all qualified individuals including members of visible minorities, aboriginal persons, and persons with disabilities. We comply with the AODA (Accessibility for Ontarians with Disabilities Act) and will provide accommodations throughout the recruitment and selection and/or assessment process to applicants with disabilities. Applicants need to make their accommodation needs known when contacted.

We thank all applicants for their interest, however, only those under consideration will be contacted.