



Cranbrook Society for Community Living

Job Description

Manager, Community Inclusion and Employment Services

Job Summary:

Responsible for managing assigned program(s) and staff.

Reports To:

Executive Director

Key Duties and Responsibilities:

1. Plans, organizes, controls and directs the provision of services for assigned program(s). Ensures effective program and service delivery is consistent with agency mandate and policy, legal, contractual, budgetary and other requirements. May develop or make recommendations for the development of new programs and services.
2. Participates as a member of the societies management team in developing long-range and strategic plans, assessing and resolving operational issues and policies.
3. Develops and establishes standards and accountability/control mechanisms for assigned program(s) in accordance with policies and goals established by the organization. Develops and recommends long-range plans and objectives for assigned program(s) as well as significant or cross-agency program and service issues.
4. Supervises, develops and motivates Program Coordinator and other assigned staff to: attain program objectives; ensure effective case planning and management; accountability to funders, authorities and agencies as relates to service provisions and agreements; works with

the Manager of Human Resources and Labour Relations on labour related issues related to hiring, performance appraisal, discipline, grievance resolution, arbitrations and discharge.

5. Monitors service delivery of assigned program(s) for: structure, consistency, quality, supervision, suitability of activities, etc. Discusses problem situations and remedies with the Program Coordinator and may participate directly in the provision of services to resolve difficult or sensitive issues or problems.
6. Participates in various committees, working groups, etc. Maintains effective relationships with government officials, volunteers, community groups, etc.; may communicate and/or promote the agencies services, funding needs, value to community, etc. May represent the agency at community fund raising events or other official functions.
7. Maintains a current awareness of concerns and/or issues within the sector.
8. Performs other related duties as required.

Qualifications:

Education, Training and Experience:

Three to five years of program management experience preferably in the community social service sector with a demonstrated and in-depth working knowledge of specific community based programs, services, applicable legislation and policies.

Job Skills and Abilities:

- Excellent oral, written, facilitation and interpersonal communication skills.
- Demonstrated teamwork, leadership and supervisory skills.
- Well developed planning, organizing, controlling and administrative skills.

Additional Information:

The ability to function independently, and frequently under pressure, while managing multiple concurrent projects and deadlines including participating in, resolving and effectively managing stressful and emergency/crisis situations is an ongoing expectation. Participation at meetings, conferences and other events may involve long work days, and/or evening and weekend work.

Maintains all employment related training and certifications as required by policy.

I have read this job description and understand what my responsibilities are.

Employee Name

X

Employee Signature

X

Executive Director

Date

Date