

# MANAGER, COMMUNITY INVOLVEMENT & SUPPORT SERVICES



## JOB POSTING FULL TIME PERMANENT-40 HRS/WEEK POSTED SEPTEMBER 13, 2019

We are an agency supporting people with intellectual disabilities exclusively in their own homes, at all hours of the day and night. Be aware that Community Living St. Marys & Area delivers this service very differently than other, more traditional organizations. People choose where and with whom they live, and our employees work hard to support them to connect to community, while challenging existing stereotypes around the people we support. Our agency is currently involved in a change initiative that will see a re-structuring of supports and services including the addition of a second Manager of Community Involvement & Support Services.

In this Full Time role, you will manage a team of Team Leaders and Support Workers to ensure the development and implementation of a robust Life Plan/Support Plan leading to a more self-directed and meaningful life for each individual being supported in their home and community based on their identified gifts, interests and abilities in a way that enables the capacity of the person and the engagement of family, friends, community members and community associations consistent with organizational values and principles.

You are a person who strives to do your best, supports and consistently models our agency values and goals, works well with others, carries out assigned tasks in support of a culture of accountability, maintains confidentiality at all times, and is someone who is comfortable and able to ask for clarification when needed. You will be available for on-call response, as required.

### **You will be held accountable for the following:**

- My direct reports' outcomes
- The result or impact of my direct reports' behaviour
- Building and sustaining an effective team capable of producing expected outcomes
- Providing my team with effective managerial leadership by using the following 10 practices:
  - Holding regular team meetings and using two-way team working methods
  - Setting the context for their work
  - Planning my own work and setting the direction for the plans of my team members
  - Assigning work effectively

- Reviewing, appraising and discussion team members' personal effectiveness
- Coaching
- Selecting, confirming and inducting team members
- With due process providing appropriate and timely corrective action, progressive discipline if necessary, and recommending de-selection from role if necessary
- Recognizing and rewarding team members' effectiveness
- Continual improvement

**Your Specific Responsibilities will Include:**

- Ensuring accuracy of the systems, processes and procedures that facilitate a self-directed and meaningful life within one's home and community for people being supported, as well as organizational compliance with external authorities
- Ensuring the development, resourcing, and implementation of a person centered support plan for each individual receiving support
- Prescribing the scheduling of work and payroll processes
- Providing prescribed reports related to data, successes, challenges, and including recommendations and options for resolution of identified issues
- Ensuring that all required records and files are maintained as per compliance with external authorities
- Ensuring that property of both supported people and the organization reflect positively on the people and to community standards while respecting supported peoples' autonomy
- Working with other senior staff, supports the Executive Director in the operational management of the organization
- Implementing the processes and procedures internally that ensure compliance requirements for services and supports
- Working collaboratively within internal designated cross boundary relationships such as: HR, finance, administration
- Ensuring that relationships with family members, allies of the person and significant other are developed and maintained
- Managing external relationships and/or contracts including: community members, neighbours, health, One Care, Para Med, ODSP, PGT, court system, and community organizations and associations such as: police, education, businesses, banks, etc, using team efforts to improve relationships with external partners

**Values, Standards and Expectations that Affect this Role:**

You will support the Association vision, mission and values, specifically using respectful language, respecting autonomy of supported people, and the development of skills, abilities and competencies. You will Build constructive relationships that enable and empower family members, community members, allies and team members to act in concert with Association values. You will develop and promote a 'gift culture' within the organization and in the lives of people receiving assistance. You will maintain confidentiality at all times, support organizational policies, procedures, and code of conduct, reinforce and utilize applicable core competencies for the role, model behaviours that reflect the values and culture, and comply with all relevant laws, rules, regulations and contracts. You will maintain and

develop professional knowledge and skills required to do the work, support a culture of accountability, bring out the best in people, optimize and share the use of resources, and develop strong, positive and trusted relationships across internal and external stakeholder groups.

**Educational/Work Experience:**

- You have a degree/diploma in the human services field, or equivalent
- You have 3-5 years' experience in social services, and 2 years working in a leadership position

**What we Offer:**

- Competitive salary of \$66,700-\$74,300
- RRSP employer matching program after two years' employment
- EAP benefits package
- Extended medical benefits
- Start at three weeks' vacation, recognizing value of positive work/life balance
- Flexibility of work hours
- Ongoing educational development, training and networking opportunities
- Exploration of your unique Core Gift

**To Apply:**

Send cover letter and resume by **Monday, September, 30, 2019, 9am**, to the Hiring Committee by email: [hrcisma@clstmarys.ca](mailto:hrcisma@clstmarys.ca), noting in your cover letter the job posting title. We thank all applicants; however only those selected for an interview will be contacted.

**\*\*Note: Interviews will be scheduled the week of October 7-11, 2019\*\***

Proof of educational qualifications, Current First Aid/CPR, Police Vulnerable Sector Check, valid Ontario 'G' license and access to a reliable vehicle with insurance coverage, is required for all employees. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, Community Living St Marys and Area will make every effort to accommodate applicants with disabilities in its recruitment process.

**OUR MISSION:**

To nurture the ability and willingness in our community to welcome and support all people as valued and contributing citizens