

POSITION AVAILABLE

Title of Position: Manager of Services
Term: Full Time
Start date: ASAP
Location: West and East Toronto

As a community-based service organization, Corbrook has been making an important contribution to the lives of people with disabilities and their families for over seventy years. We pride ourselves in delivering services using a person-directed philosophy and approach. As a centre of learning, Corbrook provides training & learning opportunities, employment preparation & placement, connections to employment, respite and supported community activities. We offer funded and fee-for-service programs for adults and youth at two location in the East and West of Toronto.

POSITION SUMMARY

The Manager of Services is a part of Corbrook's senior management team and reports to the Chief Operating Officer. The Program Manager is responsible for managing and supervising staff, managing a diversity of programs, overseeing the achievement of program targets and recommending program development and new initiatives.

CORE COMPETANCIES

- Management leadership
- Ability to motivate and mentor staff, set standards and appraise performance
- Knowledge of disabilities and disability-related barriers
- A planner with strong strategic thinking skills
- Ability to problem-solve and resolve conflict
- Excellent interpersonal, organizational and time management skills
- Strong verbal and written communication skills
- Self-starter and takes initiative
- Experience with MS Office and database programs

RESPONSIBILITIES

Staff Supervision

- Mentor, guide and motivate staff
- Orient and train new staff

Motivate, lead and evaluate staff performance targets

- Conduct annual performance appraisals
- Respond to, support and resolve staff challenges and conflicts within staff team
- Arrange for professional development training as needed
- Create a calm, supportive and guiding environment for staff

Program Management

- Manage a portfolio of programs including Day Supports, community participation, Person-Directed Planning and Respite (weekend and after-school)

- Monitor achievement of program deliverables through day-to-day management, ongoing communication with staff, monthly meetings and reporting
- Ensure compliance with all related legislative requirements including Quality Assurance Measures
- Respond to or advise about client concerns
- Ensure that client goals are met and participate in individual support planning meetings with clients when required
- Ensure adherence with new processes and other organizational improvements
- Ensure compliance with Corbrook's policies

Reporting/Documentation

- Monitor staff compliance with client data management system and client file requirements
- Prepare monthly program reports for the Director of Services
- Complete Serious Occurrence Reports when necessary and follow reporting protocol
- Complete/review unusual occurrence reports and follow reporting protocol

QUALIFICATIONS

- Degree in Social Services or Human Services (Social Work, Psychology, Rehabilitation)
- At least 5 years' experience in a related field, specifically with persons with disabilities
- Experience leading, mentoring and supervising staff
- Experience with program planning and management
- Experience managing in a unionized environment
- Knowledge of employment standards and regulations
- Knowledge of legislative requirements including Quality Assurance Measures

ADDITIONAL ASSETS:

- Ability to work a flexible schedule including weekends and/or evenings as per program, operational or participant need
- Experience training and supervising volunteers
- Certification in CPR/First Aid and Safe Management/Crisis Intervention Training (CIT)
- Valid driver's license and access to a vehicle highly recommended

OTHER CONSIDERATIONS:

- Vulnerable Sector Check is a requirement for this position.
- Proof of full COVID-19 vaccination required.

Application Process and Deadline:

Please forward your resume and cover letter to Irene.cvetkovski@corbrook.com by **Friday, June 3rd, 2022 4:30 PM.**

Corbrook is an Equal Opportunity Employer and acts in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code*. If selected to participate in the recruitment and selection process, Corbrook will provide accommodations to applicants with disabilities.

We thank all who apply, however, only those candidates who have been selected for an interview will be contacted.