

Job information

PROGRAM MANAGER

ANTICIPATED START DATE: MAY 3, 2021

OVERALL PURPOSE / MAIN FUNCTION

Under the direction of the Director, Mental Health and Community Programs as a member of the FSO leadership team, provides program leadership and project management for the organization. Leads the development of quality improvement tools and processes. Provides oversight and supervision to community based programs and other programs as assigned by Director. Manages and supports program staff.

MAJOR RESPONSIBILITIES

Program Planning and Management:

1. Participate in development of proposals and planning for continuation and expanding programs and services
2. Participate in development and monitoring of annual work plans for assigned program areas
3. Provide assistance to the Director as needed, including: preparation of reports and related correspondence; coordination of meetings
4. Plan and develop activities and procedures with the program teams to achieve the goals for specific program areas
5. Manage program staff to ensure programs are delivered as required
6. Provide guidance and managerial oversight and support to ensure efficient & smooth operations of program delivery; resolve issues/problems and complaints; escalating to Director where appropriate

Quality Improvement and Data Management:

1. Work with project partners to lead the development and implementation of quality improvement processes and reports for the organization; attend project committee meetings as required
2. Manage client satisfaction and outcome measurement processes that support program and organization metrics across identified programs
3. Support maintenance of privacy legislation standards across the agency, including implementation of best practices, including records management processes
4. Compile and analyze statistical data for monthly, quarterly and annual reports as required
5. Manage and monitor weekly activity reports including comparative audits with systems data
6. Develop and implement client complaint report structure and process documentation
7. Support the accreditation process for the organization

TITLE:

Program Manager

REPORTS TO:

Director, Mental Health and Community Programs

TEAM:

Administration

LOCATION:

Family Services Ottawa (FSO)

HOURS OF WORK:

35 hours/week (evening and weekend may be required)

AFFILIATION:

Managerial

CLOSING DATE:

April 16, 2021 at 5:00 PM,

APPLY TO:

[Program Manager](#)

REQUIRED QUALIFICATIONS AND EXPERIENCE

I. Education & Knowledge

- A minimum of a related post-secondary degree
- Masters in health administration (or related) is preferred

II. Experience

- Experience with data collection, data management, and data reporting
- Demonstrated project management experience
- Demonstrated experience in program evaluation
- Experience in managing and leading staff preferably in a unionized environment

III. Knowledge

- Working knowledge of various computer programs; (i.e. Microsoft Office)
- Advanced skills in Microsoft Excel
- Working knowledge of voluntary sector governance practices

IV. Skills

- Demonstrates good judgment and discretion.
- Strong administrative and organizational skills and the capacity to work under pressure with excellent attention to detail
- Experience with data collection, data management, and data reporting
- Demonstrated understanding of funding agreements and grant writing and administration

V. Abilities

- Ability to deal with multiple demands and priorities.
- Ability to safeguard confidential /employee personal information
- Ability to build sound relationships both internally and externally
- Personable, demonstrates initiative, team oriented

VI. Languages

- Excellent verbal and written communications skills in English
- Verbal and written communication skill in French is highly desirable

VII. Physical Demands

- The job works primarily in an office setting.

VIII. Working Conditions

- Evening and weekend work may be required

IX. Certification/Licensing/Specialized Training

- Project management certification is highly desirable
- Program evaluation certification is highly desirable

POSTING PERIOD

Monday, April 12, 2021 – Friday, April 16, 2021 at 5:00 PM

FSO is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Indigenous persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. FSO is committed to ensuring that each individual will have genuine, open and unhindered access to employment opportunities.

Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please contact us.

While we thank all candidates for their interest, only those selected for an interview will be contacted