

## **RESIDENTIAL PROGRAM MANAGER**

### **DENOVO TREATMENT CENTRE**

#### **SUNDRIDGE, ONTARIO**

De Novo is an alcohol and drug treatment service operated as a partnership between management and unionized members of Ontario's construction trades.

The purpose of the position is to assist the Executive Director in the effective operation of all addiction programs. The position ensures the quality, consistency and appropriate delivery of designated services within the Centre. The Program Manager functions as the direct supervisor and manager of designated services.

#### **Major Responsibilities:**

Oversee with the Executive Director the day-to-day activities of all services in the Centre. Ensures the implementation of the service goals, program and client objectives

Conducts regular case reviews, file audits, and provides consultation and support to staff as needed

Works with the Executive Director to develop, and maintain agency standards through a variety of means including, direct supervision, coaching, modeling, reviewing, scheduling and providing feedback to assist them in maximizing their performance in fulfilling the duties of their positions

Evaluates employee strengths, achievements, challenges and needs for purposes of ensuring program performance, conducting regular supervision and completing the required performance appraisals on an annual basis. When a new person is hired evaluations are every three (3) months until the annual performance review.

Provide supervision to all staff. Provide direct supervision, intervention and/or disciplinary actions with staff as required. The Program Manager will exercise authority in a constructive and positive manner that respects the human and professional dignity of the agency staff members

Inform the Executive Director promptly and proactively of any issues, such as incidents, complaints, potential litigation, employee-related issues, etc.

Assist all employees in resolving performance problems as they arise and report as required to the Executive Director

Ensures that documentation and all necessary forms are completed.

Conduct regular follow-up of the programs and services. Conduct regular reviews of all documentation, data, and observations. Shares these findings with the Executive Director for this clinical service

Work with the team members to ensure the effectiveness of all programs by developing and utilizing a variety of evaluation techniques. Compile quarterly and annual reports of program activities in accordance with policies and procedures. Ensure best practices are utilized in all service areas

Maintains current and comprehensive policies and procedures with the Executive

Director and Aftercare Manager for lead clinical services and direction of clinical staff to ensure that applicable policies and procedures are followed

Manage the ongoing development of information technology and computer systems with the Information Technology (IT) personnel.

Reviews agency expectations with other team members to ensure consistency

Alerts the Executive Director of potential problems in a timely manner

The Program Manager will provide direct service in emergencies

Take a leadership role in the recruitment and selection of all program employees

Ensure that all program staff meets minimum training standards. Coordinate ongoing training sessions that emphasize proper clinical skills. Orientation of new staff to clinical and operational procedures

Assumption and responsibility for other appropriate tasks as delegated

### **Knowledge and Skills:**

Minimum qualifications include Bachelor's level post-secondary degree in Health Sciences.

Minimum of five (5) years supervisory experience and a strong commitment to the rights of the population we serve; needs to have their ICADC or be prepared to get it.

Demonstrated knowledge and experience of clinical supervision and case management

Considerable knowledge of addiction and issues related to addiction/concurrent disorder illness, including their impact upon personality, living, learning and working.

Considerable knowledge of the principles and practices of the agency's functions/programs.

Special knowledge and understanding of clinical issues in the area where the Program Manager has lead responsibilities.

The ability to provide effective clinical guidance through consultation, modeling and demonstration to employees

Strong analytical and problem-solving skills to identify and resolve complex service/operational issues and to inform others on the handling of those matters; employing mediation and conflict resolution skills as required.

A valid Ontario driver's license in good standing. It is the employee's responsibility to ensure that the vehicle is safe and reliable to operate

Sundridge is strategically located approximately 45 minutes north of Huntsville and 45 south of North Bay.

Competitive salary plus benefits

Qualified candidates are invited to direct their applications to:

Jacqie Shartier

Executive Director

279 Adams Road

Sundridge, ON P0A 1Z0

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