

Manager, Client Transitions and Respite Full Time

Reporting to the VP, Client Services, and in cooperation with the Home and Community Care Support Services, the Manager, Client Transitions and Respite manages the provision of service, provides supervision and leadership to Personal Support Workers, Service Coordinators and Program Schedulers, and ensures that program objectives are met while working as part of full CCD community hub network.

The Manager, Client Transitions and Respite participates as an effective member of the Community Care Durham team, provides support and backup coverage to the Manager, Assisted Living Services and Supportive Housing and participates in the Management On-Call Rotation.

Responsibilities:

- Planning, implementing and evaluating the PSW-supported services for In-Home Respite, Home at Last, Access to Primary Care, High Intensity at Home, Long-term Emergency Avoidance Program and the Community Geriatric Nurse Specialist program.
- Identifying and managing risks as related to vulnerable clients and the staff providing the services
- Consulting with clients, staff and other community organizations
- Contacting clients by telephone and in person; completing client eligibility assessments and follow-up documentation
- Promoting Community Care Durham's services in the community
- Providing support and assistance with problem-solving to PSW staff, clients and caregivers
- Liaising with community organizations in the coordination of services
- Completing reports; maintaining statistical data and records
- Participating in Management On-Call rotation
- Providing supervision and effective leadership to PSW staff
- Recruiting, training, performance management and recognition of PSW staff
- Assessing staffing needs and consulting with the VP regarding recommendations for staff changes and resolution of issues
- Leading the hiring and orientation process, in consultation with the VP
- Preparing and presenting educational programs
- Managing fiscal responsibilities through the development of local service plans and budgets, administration of financial resources within the approved budgets
- Managing supplies, equipment and administrative requirements
- Communicating with the Community Care Durham Team
- Establishing and maintaining appropriate community and organizational contacts
- Policy Review and Development
- Ensure legislative Health & Safety requirements are met
- Participate in internal and external committees

Qualifications required:

- Post-secondary degree in Community Social Services, Social Work or healthcare (e.g., RN or RPN)
- Nursing or other Healthcare designation (current registration with the applicable Ontario College) is an asset
- Minimum of 5 years of experience in Management role
- Good knowledge of the principles and practices of personal support services and scheduling
- Requires experience in client assessment, human resources management, team building, and staff relations
- Intermediate level computer skills (MS Office and Internet)
- Experience in working in non-profit, and community care experience is an asset
- Familiarity with appropriate environmental health and safety practices including safe lifting techniques, infection prevention and control practices, (e.g. bed bugs, hand hygiene, etc.)
- Demonstrates flexibility and initiative
- Works effectively under pressure of deadlines and with interruptions
- Thrives in a fast-paced, changing environment with competitive priorities
- Well-honed judgement and problem-solving skills
- Sensitivity to adults with needs related to aging, physical and/or mental health
- Adherence to COVID-19 safety practices including two doses of COVID-19 Vaccine (where medically able in accordance with our Immunization Policy)
- Ability to work in a safe manner and promote the health and safety of all staff, volunteers, clients, and the community as outlined within CCD policies
- Satisfactory Police Vulnerable Sector Check or Enhanced Police Information Check
- Ability to travel within Durham Region

Compensation: Starting at \$58,484.20 annually; 3 weeks' vacation per year of work; 11 paid statutory holidays, 2 float days; health and dental, life insurance, long term disability and pension as eligible.

* Pay will be commensurate based on education and experience.

Please apply in writing referencing posting number 2021-46, outlining qualifications and experience by 4pm Friday October 15, 2021 to: Human Resources, Community Care Durham
email: careers@communitycaredurham.on.ca