



Title: Manager
Reports to: Executive Director

Position Overview:

The Manager is a key member of the leadership team, responsible to provide guidance, mentoring and supervision to empower the program coordinators in pursuit of operational goals that align with the mission and strategic plans of the organization. The Manager will ensure program delivery processes are carried out consistently to meet client needs and best practices.

The Manager will provide support to the program coordinators, ensuring staffing consistency and program quality. They will provide scheduling assistance, training, as well as budget and financial management support. The Manager will drive changes to improve program performance by providing goals, implementing improvement plans and monitoring progress against benchmarks.

Duties & Responsibilities:

- Working with the Executive Director, contribute to and execute the operational plans of the organization. Action benchmarks identified for each program. Take the lead on assigned strategic workplan projects. Familiarize with each funder or key stakeholder success criteria and contribute to the established operational targets by identifying trends and gaps.
- Provide direction to the Payroll and Accounting Coordinator and Office Coordinator to manage financials according to the annual budget and various funder agreements. Interpret financial reports, identify new reporting needs and provide input to the development of the annual budget.
- Learn essential business administrative functions, including payroll administration, financial reporting and funder statistical reports, to perform the necessary tasks during vacation coverage or staff absences.
- Review and improve internal controls and auditing processes. Working with the external auditor, identify areas for improvement, design new processes and implement any new risk mitigation measures.
- Develop an understanding of best practices to deliver quality client care. Participate in Ontario Health Program collaboration tables as recommended by the Executive Director. Provide direction and supervision of program staff to deliver consistent application of processes. Provide leadership to achieve the optimization and growth of quality, service volumes and financial metrics.

- Ensure programs are staffed adequately on a daily basis. Schedule casuals as needed. Implement an appropriate and cost-effective vacation coverage solution for program staff. Provide program activity coaching and/or direct support as needed.
- Provide supervision and performance support to direct reports. Meet regularly with the program coordinators to review program progress toward funder and strategic goals. Provide direction and problem-solving support, strategic and creative planning. Familiarize with each program's activities, processes and procedures. Understand the human resource capacity and plan for training and development. Deliver annual performance reviews utilizing a 360-evaluation format.
- Complete routine administration. Collect and sign-off bi-weekly payroll timesheets for direct reports. Ensure they are vetted and submitted in a timely way for processing. Provide monthly project and program progress reports to the Executive Director. Produce quarterly statistical and financial metrics required for funder reports and/or business decisions. Oversee the annual development and execution of stakeholder surveys.
- Research business and process improvement opportunities or solutions to ongoing challenges. Champion the development and review of robust procedural documentation for all program roles and services. Implement a routine review process that ensures critical procedures are maintained up to date by staff and consistent with best practice.
- As a site Privacy Officer, participate in training and ensure all staff receive the appropriate level of privacy training annually, according to their role. Ensure accountability to the management of sensitive client data by all staff, in accordance with Personal Health Information Protection Act (PHIPA) and the Personal Information Protection and Electronic Document Act (PIPEDA). Lead the actioning of regular audits of electronic and paper files to ensure they are maintained in compliance with best record-keeping practices.
- Participate on the Health and Safety committee. Provide support to the Facilities Coordinator to lead the implementation of an improved site health and safety program. Monitor staff participation and compliance with safe work practice protocols.
- Participate actively in staff meetings activities and committees. Actively participate as an SFCSC team member and practice compliance with safe work protocols. Participate in Wellness Committee initiatives and staff meetings and training opportunities.
- Actively participate in training and development to best support the position within the organization. Seek out education opportunities to address any knowledge gaps and further support the changing needs of the organization. Develop annual deliverable goals and metrics in collaboration with the Executive Director. Participate in other duties or projects that may be assigned from time-to-time.