



MALTON NEIGHBOURHOOD SERVICES



3540 Morning Star Drive, Mississauga, ON L4T 1Y2

Tel: 905-677-6270 / Fax: 905-677-6281 / Website: mnsinfo.org / Email: hr@mnsinfo.org

Job Posting

Position:	Black Family Support, Program Manager
Contract type:	Fulltime, Regular
Start Date:	ASAP
Location:	Region of Peel
Rate:	\$65,000 - 70,000 per annum + Benefits after 3 months
Hours:	35 per week.
Deadline to apply:	May 27, 2022
How to apply:	Please email your resume with a cover letter to HR@mnsinfo.org

Malton Neighbourhood Services is a non-profit charitable organization that provides a variety of programs and community support services since 1975. Eligible candidates are invited to apply for the Program Manager position.

Position Description:

Reporting to the Director of Family Services, the Program Manager is responsible for providing strategic and operational leadership to the program that is culturally relevant to the Black communities and other educational initiatives for Black families as part of the Ministry of Children and Youth Services campaign initiative supported under the Black Youth Action Fund – Innovative Supports for Black Parents.

DUTIES AND RESPONSIBILITIES

- Monitors and ensures clinical and operational performance standards are maintained to the assigned individual.
- Ensures compliance with policies, procedures and regulations that impact clinical operations, including participation in audits and the development and implementation of corrective action plans.
- Ensures professional practice standards are effectively deployed, communicated, and monitored, in accordance with the standards and guidelines of all relevant legislations and organizational standards.
- Reviews and updates procedures, process improvement, training, and evaluation that help support efficient clinical workflow, productivity, quality improvement and client service
- Plan, organize and implement the various programs that will build on culturally relevant, identity, values, and practices.
- Maintain clear clinical and task-oriented documentation in case management system.
- Provide resources that are representative of the client group.
- Research and exchanges information with other community resources regarding programs to support Black children and families, intake criteria and availability of services, and maintains updated information for sharing with staff and for referrals.

- Exercise initiative in problem identification and resolution, provides input into issues concerning program development, strategic planning, and community networking and advocacy.
- Monitors and utilizes key performance indicators (KPI) reports and results to identify gaps and opportunities to improve effectiveness and efficiency of program operations
- Works collaboratively with senior leadership members in executing the mission, vision and values of the organization.
- Work directly with stakeholders to ensure program objectives are achieved within the planned schedule and expectations are managed appropriately.
- Supervise, train and coach staff, students and volunteers of the family programs.
- Ensure that all programs are operating in safe and positive environments for participants, staff, and volunteers, addressing safety concerns promptly, focusing on using a proactive methodology.
- Compile and produce accurate statistics and reports as related to the position.
- Other duties as assigned.

QUALIFICATIONS AND REQUIREMENTS

- Master's degree in Social Work.
- Must be registered and in good standing with the Ontario College of Social Work.
- Minimum of two (2) years post-graduate counselling experience in a mental health setting, with at least 3 years' experience working in a clinical setting.
- Demonstrated skills in crisis and bio-psychosocial assessment, mental status examination, differential diagnosis, short-term treatment modalities and transitional care of mental health clients.
- Must have knowledge of the Black community and Black youth engagement.
- Considerable experience in project management, analysis, and program development.
- Demonstrated leadership experience working with diverse groups including not for profit organizations, community groups, businesses, schools and other community stakeholders.
- Proven organizational and time management skills including the ability to work with tight deadlines and competing priorities.
- Great report writing skills.
- Ability to put together and make presentations that include topics such as program status, milestones, achievements, budget, and risk management.
- Excellent communication and interpersonal skills with a proven record of demonstrating tact and diplomacy when facing challenging situations, including conflict resolution conversations with youth and adults.
- Demonstrated leadership skills and the ability to engage, motivate and support participants, staff, volunteers.
- Experience and/or knowledge of providing practical counseling services to family.
- Strong knowledge and/or experience in risk management, to create and maintain a safe environment for programs.

- Work must be guided by a commitment to diversity and anti-oppressive practices.
- Extended marketing experience, including digital marketing campaigns.
- Experience with developing program materials, business documents and internal databases.
- A high level of computer literacy utilizing all Microsoft Office applications.
- **Flexible to work evenings and weekends if required.**
- Customer service oriented with the ability to uphold the organization's service standards and policies.
- Valid Ontario driver's license and access to a reliable vehicle is essential for local travel.

Submit a cover letter, resume, and three references to the Hiring Committee at hr@mnsinfo.org.
Deadline for applications: May 27, 2022. Upon hire, the candidate must provide police records check. We thank all applicants, however, only those selected for interviews will be contacted.

Malton Neighbourhood Services is committed to providing accommodations throughout the recruitment process. If you require accommodation, please notify us and we will work with you to meet your needs