

Community Care

Northumberland



Job Posting Manager, Wellness Services (Full-Time 35 hours/week) Internal and External

Reporting to the Director of Client Services, the Manager, Wellness Services oversees the Exercise, Falls Prevention, Wellness Workshops, Telephone Security Checks, Personal Distress Alarms, Social Groups and Friendly Visiting programs offered by Community Care Northumberland throughout Northumberland County. This position recruits, supervises, evaluates, and supports staff. The Manager also supports assigned volunteers within the program areas

Primary Duties and Responsibilities:

- Plans, designs and implements the programs and services of the Wellness portfolio.
- Supports staff with client activities and program delivery to meet the organization's vision and mission.
- Supervises staff, ensures adequate staffing levels and provides opportunities for employee development.
- Selects, trains, assigns, evaluates, corrects and recognizes staff performance.
- Promotes a professional culture that promotes teamwork and empathy for clients.
- Monitors community and client service needs and makes recommendations for program/service expansion or enhancement.
- Actively participates on internal and external committees to address current issues and local planning.
- Ensures that the standards, policies and procedures of CCN are followed.
- Monitors and evaluates programs to ensure that services are accessible to people who meet the eligibility criteria and to ensure that service provision and outcomes are appropriate.
- Secures supplies and other resources necessary for the delivery of service in a cost-effective manner.
- Ensures appropriate placement of clients in programs to meet ongoing needs.
- Refers clients and/or their caregivers to appropriate community agencies ensuring their needs are met in a sensitive manner.
- Advocates on behalf of clients and/or their caregiver.
- Conducts annual surveys to provide data regarding client satisfaction.
- Facilitates effective volunteer and staff relations.
- Monitors and meets budgetary projections for the Wellness programs
- Prepares the budget for the Wellness programs in collaboration with the Director of Client Services.
- Ensures that accurate records of revenue and expense are kept and all departmental funds are reconciled.

- Oversees the preparation and collection of accounts receivable and the preparation and payment of accounts payable.
- Supports fund raising initiatives with Donor Relations, agency staff and volunteers.
- Ensures relevant information is collected to comply with Ministry of Health reporting standards and other related legislation.
- Ensures accurate information and statistical record keeping is maintained, compiled, analyzed and reported as required.
- Participates in the development of CCN policies, procedures and administrative systems.
- Arranges for the purchase and/or delivery of equipment, supplies and materials for program and service areas.

Key Qualifications:

- Post-Secondary Diploma in a related field or equivalent combination of education and experience
- Progressive experience in a related position
- Proven ability to work well independently and in a team
- Effective communication skills
- Excellent organizational, analytical, and planning skills
- Strong computer and technology skills
- Financial skills to develop and monitor budgets
- Proven supervisory skills and team leader
- Ability to work at multiple tasks with multiple interruptions
- Knowledge of the community support sector and Health & Social Services
- Experience working with volunteers is an asset
- Previous experience in the non-profit sector is an asset
- Ability to provide compassion and empathy to the clients served
- Ability to travel throughout Northumberland County as required
- Ability to work flexible hours to meet organizational and program needs

Qualified applicants are asked to submit, via e-mail, a detailed resume by **4:00 pm January 15th, 2021** to:

Sheena Tyson
Human Resources Generalist
s.tyson@commcare.ca

Community Care Northumberland is a non-profit, multi-service, volunteer-based community support organization serving residents of Northumberland County.

www.commcare.ca

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), CCN will provide accommodation in all parts of the hiring process as required, upon request from applicants.