



**Job Posting
Program Developer
Multi-Sector Volunteer/ Peer Support Coaching Program for
Vulnerable Residents**

Community Care Northumberland (CCN), in collaboration with local health and community partners and the Central East Local Health Integration Network is working on a project to design and initiate implementation planning of a multi-agency County-wide volunteer-based program.

The Program will train, match and support Volunteer/Peer Coaches who will partner with service providers to support vulnerable individuals and their caregivers. The Volunteer/Peer Coach will focus on maximizing the strengths of the individual/caregiver to achieve own goals, communicate effectively with service providers and navigate to appropriate services/activities in the community. To be successful and sustainable, the Program must be supported by and integrated within various existing services. The Program is intended to increase the capacity and effectiveness of the existing health, social and community service provider system in Northumberland County.

Program Developer – 1 Full-time (35 hours/week) 6 month contract

Reporting to the Executive Director of CCN for day to day activity and accountable to the Co-Chairs of the Central East LHIN Northumberland County Sub-Region Planning Table for project deliverables, the Program Developer – Multi-Sector Volunteer/Peer Support Coaching Program provides support for the design and implementation planning of an integrated multi-sector volunteer program to support vulnerable individuals and their caregivers.

MAIN ACTIVITIES

Description of Specific Duties

- Implement a multi-sector approach to co-design the Program across health and social service agencies. Inclusive of Hospitals, Long Term Care Homes (LTCH), Community Support Sector, Mental Health Addictions, Public Health, Municipal Services (Housing, Food Security, Child Care, Income Support) and potentially engaging of the safety, justice, child protective and education sectors within the County.
- Conduct necessary research on business processes and stakeholder consultation to design and propose a Northumberland County program based on the current capacity/strengths of the existing system.
- Develop costing associated with model options.
- Research and propose specifics of in-kind contributions for all agencies/programs.

- Identify the potential benefits for existing providers – e.g. augment and leverage Community Support Services such as volunteer transportation, friendly visiting, and peer support, the Central East Self-Management program, hospitals and mental health providers.
- Design options which embed and enable strength-based coaching and facilitation including volunteers assisting vulnerable individuals to identify their interests and skills (strengths), encouraging social connections, and supporting them to better understand and contact health and social care services.
- Develop and design a volunteer education and training model to meet the multi-sectoral needs of the participating organizations.

Anticipated Benefits of the Multi-Sector Volunteer-Peer Support Program

The envisioned Program which the Developer will research, design and propose will:

- Benefit Northumberland County residents by providing Peer Support/Coaching to fill gaps in knowledge about services and facilitating connections/access to care/support.
- Improve the experience of vulnerable individuals and families by providing volunteer based support to contribute to timely access and more effective (smooth) transitions.
- Provide organizations with an in-kind volunteer based resources to help achieve its mission or goals and assist to fill the gaps between needs, organization own-source resources and those provided by the government.
- Increase volunteer opportunities and capacity by creating a multi-sector County/system-wide volunteer initiative.
- Find efficiencies through collaboration
- Support provincial objective of increasing timely access to services including primary care.
- Align and coordinate with the full range of volunteer programs active in the County including but not limited to Central East LHIN programs E.g. Geriatric Assessment and Intervention Network (GAIN), Behavioural Supports Ontario (BSO), initiatives of the Seniors Care Network, Palliative, Diabetes, Cardiovascular, Mental Health and Addictions programs.

SKILLS

Knowledge/Education

- Project Management Certification an asset
- Community-based research involving multiple stakeholders and in particular marginalized and/or vulnerable populations and communities.
- Demonstrated knowledge of volunteer management principles and direct experience with their application in practice;
- Facilitation and interviewing skills;
- Ability to work well with others: build teams, foster environments of innovative problem solving conflict resolution and collaborative relationships with all stakeholders;
- Ability to be a system thinker, designer;
- Experience at bringing senior administrators together to discuss collaborative/integrated activity;
- Excellent written communication skills to prepare clear reports;
- Excellent analytical ability for qualitative and quantitative data/information to support effective decision-making and priority-setting by the Project Sponsors (individuals and advisory body);
- Excellent oral communication skills; ability to clearly communicate with all demographic groups;
- Criminal Record Check;

- Strong knowledge of computer systems (MS Office);
- Effective time management and organizational skills;
- Proven ability to multi task and meet deadlines; and
- Excellent understanding of the Ontario health, social, justice and education system and issues.

Minimum required education

- Post-secondary education/degree in one of the following discipline: health/social service administration, health planning, public administration;
- Bilingualism (French/English) is considered an asset.

EFFORT

Physical, Visual, Auditory and Concentration Demands

Physical Demands

- Most work is completed at a desk or conference table;
- Long periods of sitting and regular computer/phone use;
- Has freedom to move about or change position at will;
- Carries briefcases, laptop cases and/or handouts when travelling;
- Travel throughout Northumberland County and as required, neighbouring regions namely Central/Eastern Ontario.

Visual Demands (level and intensity)

- Ability to read a computer screen for e-mail, preparing documents and reports (daily frequency)

Auditory Demands

- Position functions in a normal office environment

Concentration Demands (level and intensity)

- Ability to maintain attention to detail;
- Absorbs information from multiple participants in meetings on a regular basis;
- Must be able to listen to different viewpoints, clarify messages and use information to assist in resolving conflict and developing a sustainable solution.

Posted – January 15, 2019

Interested candidates should submit their resume and covering letter by 4:30 pm on Tuesday January 29th 2019 to:

Trish Baird
 Executive Director
 Community Care Northumberland
t.baird@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.