

Program Manager, Attendant Services

The Organization

Revolutionary is not too strong a word to describe the impact our founders have had on those with spinal cord injury. Most soldiers who sustained an SCI prior to 1945 did not make it home. And of those who did, only 10 per cent lived longer than a year. Our founders envisioned a better, healthier, more inclusive life for people with spinal cord injury and set out to make it so. We are honoured to carry forth that tradition every day in Ontario, as we work for and with people with SCI to live the life they choose.

Job Summary

As part of the Client Services team we are currently seeking a Program Manager, Attendant Services. This position is responsible for ensuring the safe, efficient and confidential delivery of high quality client-focused services, in keeping with SCI Ontario's vision, mission and values, by providing direction and support to Scheduling Coordinators and Attendants (PSWs) in their role. Our team, based at head office (Bayview/Eglinton), is currently looking for a dedicated and enthusiastic individual for the position of Program Manager, Attendant Services (1.0 FTE). Based on a 35 hour work week; rotational after hours/on call will be required and occasional staggered start times.

Reporting to the Senior Manager, Attendant Services, you will be responsible for; (but not be limited to the following):

- Recruit, orient, coach, mentor, motivate, supervise, train and evaluate Attendant staff, while cultivating an environment that attracts and retains exceptional people to maintain a work environment that promotes participation, team work and positive employee relations
- Provide operational leadership, management, mentorship, direction and support to a Lead Scheduling Coordinator and two (2) Scheduling Co-ordinators to deliver high quality client services in keeping with the independent living and self-directed client care philosophies and in accordance with the Collective Agreement and Employment Standards (ESA)
- Monitor employee schedules and status of hours, in accordance with Employment Standards and the Collective Agreement

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- Work in collaboration with area Scheduling Coordinators, Client Case Manager, Attendant Services and Human Resources, as well as On Call Shift Monitors regarding employment-related issues
- Oversee and review weekly email schedule and email schedule updates for Attendants to ensure adherence to Employment Standards and the Collective Agreement
- Approve Attendant vacation and leave of absence requests in compliance with policies and procedures and the Collective Agreement; maintain required tracking reports
- Maintain and promote client-focused service delivery ensuring client issues relayed through Attendants are addressed in a timely manner while maintaining client privacy
- Address employee scheduling concerns to resolve issues
- Support Health and Safety of clients and Attendants
- Prepare various statistical reports, as required.

Qualifications:

- Post-secondary education (social services)
- Minimum 5 years direct supervisory experience with at least 3 years in outreach, client service, unionized environment
- Thorough knowledge of the methods, principles and practices of providing support services to individuals with a physical disability, including the concepts of self-directed care and the independent living philosophy
- Experience with scheduling and administrative procedures
- Proficient with MS Office, spreadsheet and scheduling database applications, such as Excel and CIMS
- Demonstrated knowledge of the Employment Standards Act
- Proven application/interpretation of Collective Agreements Excellent organizational, interpersonal and communication skills
- Crisis Prevention Intervention (or similar) training certification
- CPR and First Aid certification
- Health and Safety certification (an asset)

Your positive relationship-building skills, coupled with a solid record of dependability, commitment and passion to make a difference, make you the ideal candidate for this position.

Given the essence of Spinal Cord Injury Ontario, lived spinal cord injury experience will always be considered an important criterion among the criteria that are part of any given search. SCI Ontario

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is an equal opportunity employer dedicated to achieving accessibility in employment for persons with disabilities, while ensuring inclusive, barrier-free selection processes and work environments.

Reasonable and appropriate accommodation will be provided during the recruitment process upon request and addressed confidentially. We thank all applicants; however, only those under consideration will be contacted.

Upon request, this position may require a Police Record Check and credentials verification. Please forward your resume and corresponding cover letter with salary expectations in confidence by July 27, 2018 to: Human Resources, SCI Ontario, 520 Sutherland Drive, Toronto, ON M4G 3V9, Fax: 416-645-3265, E-mail: hr@sciontario.org.