

**SPOT/ESS Program Manager**  
**Supporting the SPOT Program & Enhanced Support Services (ESS)****Assigned Site:** Multiple**Full-time Equivalency:** 1.0 FTE**Employment type:** Permanent**Commencing:** March 4, 2024Who we are:

Our mission at KidsAbility is to empower children and youth to realize their full potential. We are a not-for-profit, equal opportunity employer supporting over 17,000 children and youth to reach their communication, social, physical, and behavioural goals each year. From birth to age 21, we are here to help navigate the journey of childhood through to adulthood, providing early and exceptional family-centred services. With over 65 years of proven and dedicated community outreach within the Waterloo and Guelph Wellington Regions, we continue to lead with purpose to ensure the needs of our community are met. We work to build a strong, inclusive tomorrow as we learn from our past, respond to our present, and anticipate our future. We believe that by living our values, our impact can be profound, and together, we can build brighter futures.

Why join us:

With core values such as collaboration, respect, accountability, integrity, and inclusion, KidsAbility offers employees:

- Access to Employee Assistance Programs
- Organizational transparency on missions, visions, and future development
- Wellness initiatives, social events, and opportunities to give back to your community
- A supportive and caring work environment with a strong focus on client service and supporting staff to meet our mission critical work
- If eligible, comprehensive benefits, short- and long-term disability income protection benefits, optional group RRSP program, generous vacation package, paid personal leave days, as well as closure and discretionary days

How you will make an impact:

The Program Manager promotes and supports KidsAbility's Mission and Leadership Philosophy by being a positive and enthusiastic role model for all staff and will:

- Maintain a high level of employee engagement and promoting a healthy organizational work culture
- Encourage innovation, creativity, learning and safety in all staff
- Provide Client Services and organizational leadership to ensure a high quality, family centered, performance-oriented service
- Work cooperatively with other members of the Client Services Team to communicate information and increase program continuity and organizational effectiveness.

What you will do:

The Program Manager is responsible for:

- Designing, planning, implementing, and monitoring/assessing the success of SPOT/ESS programs in collaboration with the operational leadership team
- Tracking and supporting the productivity of their team(s) and program(s)
- Supporting the implementation of the Life Needs Model of service delivery, CanChild's 6 F's, supports family centered care, solution-focused coaching, and inter-professional practice
- Providing indirect supervision of staff, supporting and fostering a team environment



- Program monitoring, coordination, and evaluation; overseeing task assignment, completion and workload distribution for assigned employees
- Supporting program development and implementation; working in collaboration with both the Associate Director, regarding services, staff and program issues and provides suggestions for resolution, and Clinical Managers to ensuring clinical excellence and efficiencies are met
- Collaboration with SNR community partners and funders
- Assisting with the development of program budgets, monitoring program expenditures, as required
- Developing high performing teams, ensuring programs and services are high functioning, monitoring customer service and client satisfaction, and supporting staffing assignments, as needed

#### What you need:

- Degree in Health, Social Sciences, or related clinical discipline or equivalent relevant experience
- Minimum of three (3) years' experience at KidsAbility or similar type of setting and a minimum of one (1) year supervision/managerial experience
- Ability to integrate sound clinical theory and practice into the program
- Experience in program planning, development and implementation and evaluation
- Demonstrates effective communication skills; the ability to delegate as well as accept direction; committed to a team-oriented approach; able to coordinate staff and program resources to meet identified needs and targets
- Ability to navigate and lead others through change and to respect diversity in roles and responsibilities within KidsAbility
- Demonstrated commitment to inter-professional process and to the management of clinical services
- Proficiency in word processing, data processing, management and analysis software, email, and web-based software
- Experience and/or willing to manage within a unionized environment
- Travel is required; you must have a valid driver's license and access to a reliable vehicle with public liability/property damage coverage

#### What we're looking for:

- Clinical or management experience in pediatric rehabilitation is an asset
- Experience working with community partners is considered an asset
- Experience with Partnering for Change (P4C) model of intervention is an asset
- Must have strong analytical skills, be detail minded, be able to prioritize tasks to meet strict deadlines and have excellent follow-up
- Commitment to interdisciplinary family-centered model of care with a program management structure
- Ability to work creatively, effectively, and flexibly within a program managed model
- Familiar with budgeting process and managing finances within prescribed budget parameters
- Strong interpersonal and communication skills, initiative, sound judgement and ability to give and take direction
- Demonstrated optimistic approach with an ability to creatively solve problems with diverse groups of people
- Self-motivated and able to work with minimal direction while being able to remain flexible and adjust easily to change

Join KidsAbility and help make a difference in the lives of children and youth while achieving personal and professional growth. We invite applications from those interested in this position to submit a letter of interest and resume to **Human Resources** by emailing [recruitment@kidsability.ca](mailto:recruitment@kidsability.ca) by end of day **February 16, 2024**.



Equity, Diversity, and Inclusion are the core values at KidsAbility. We are a diverse workforce with wide perspectives and creative ideas that benefit our clients and the community. It is the policy of KidsAbility to ensure equal employment opportunity without discrimination or harassment. We welcome applications from visible minority groups, women, Aboriginal people, persons with disabilities, religion, age, sex, sexual orientation, gender identity or expression, marital or domestic/civil partnership status, genetic information or any other ground protected by applicable law.

KidsAbility strives to create an accessible and inclusive application and selection process and is committed to working with and providing reasonable accommodations to job applicants who may require provisions to participate in the selection process. Should any applicant require accommodations please contact Human Resources in advance for assistance at [recruitment@kidsability.ca](mailto:recruitment@kidsability.ca).

Please note that all prospective KidsAbility employees are subject to mandatory immunization requirements, including the full and ongoing COVID-19 vaccination, as a condition of obtaining and maintaining employment. We will make accommodations as directed by the Ministry of Children, Community and Social Services and the Chief Medical Officer of Health.

To learn more about us, visit: <https://www.kidsability.ca>

To stay up-to-date, follow us on social media:

Facebook: <https://www.facebook.com/KidsAbility/>

Twitter: <https://twitter.com/KidsAbility>

Instagram: <https://www.instagram.com/kidsability.ca/>

LinkedIn: <https://www.linkedin.com/company/kidsability/mycompany/>

YouTube: <https://www.youtube.com/c/KidsAbilityCentreforChildDevelopment>