



Program Coordinator Job Description

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| JOB TITLE: | Program Coordinator |
| DEPARTMENT: | IHS and CBT |
| REPORTS TO: | COO IHS / CBT |
| HOURS: | 40 hrs p/week (FT) |
| VACATION: | 4 weeks or based on years of service |
| BENEFITES: | GRRSP and health benefits immediate enrollment |

Job Summary

Turning Leaf (Inc.) Community Support Service are designed to provide person-centered supports to individuals living with intellectual challenges or mental illness. The Program Coordinator (Saskatchewan) will work closely with the Director/ COO of IHS and CBT to aid in the oversight of both programs for all regions in Saskatchewan. The Program Coordinator will perform a variety of administrative and supervisory tasks, while providing support to the leadership and direct support teams.

The Position is responsible for ensuring that services in this region are aligned with the overall Agency Mission and Values and are in alignment with the services delivered in all locations (for consistency) except where required by Legislation. The Program Coordinator will be responsible for the oversight of quality assurance of participant service, there will be no involvement in the day-to-day operations of the files. The Program Coordinator (Saskatchewan) will liaise with multiple governing bodies and be responsible for relationship building and networking within the

province. Maintaining a close connection to counterparts in other Turning Leaf branches (Manitoba) will be a priority, as well as navigating services in multiple branches within Saskatchewan.

Primary Duties and Responsibilities

Administration and Documentation

- Intensive Home Support, Day Program, and Community Based Treatment Case management supervision.
- Maintain daily process notes on management activities and multi-system interactions.
- Oversee the Annual and Bi-Annual reports on participants are up to date.
- Review incident reports in collaboration with corresponding Director/COO.
- Schedule and attend supervision meetings and planning meetings as required.
- When necessary, review and/or oversee the financial management of participant funds and maintain accurate records of such financial management in collaboration with Intensive Home Support Case management teams.
- Oversee the cumulative health care of the participant (including general practitioner, dentist, ear and eye specialists and psychiatrist appointments).
- Report at-risk participant activities verbally (including via telephone), and in writing to corresponding Director/COO immediately after being informed by the IHS or CBT Case management teams.
- Oversee the development of individualized support plans for all IHS and CBT participants and assist when necessary.
- Collaborate with Human Resources concerning staffing needs.
- Provide weekly updates to corresponding Director/COO concerning program changes and developments.
- Review all IHS units' income and expenditures with the IHS management teams.
- Knowledge of the budget/per diem calculation process for all IHS homes. Oversee the monthly billing for various CBT programs.
- Oversee and ensure that all expenditures in the IHS and CBT programs are approved and in line with each programs budget.

- Participate in the licensing and renewal process for all IHS homes.
- Ensure that the IHS and CBT divisions are in compliance with Turning Leaf's Safe Work policies.
- Assist corresponding Director/COO with updating policies and procedures, when required.
- Conduct IHS audits of participants' homes and policies, implementing licensing procedures and file information.
- Develop a start-up guide for Turning Leaf's IHS homes in Saskatchewan.
- Participate in the provincial Basic Standards Review. Possess a strong understanding of the process and standards as outlined in the review. Attend all Basic Standards Review meetings with the ability to speak to all policy related questions around service.
- Source out and manage therapy services for the region.
- Oversee the Intake process for the region, including receiving and reviewing files and conducting amenabilities with the appropriate Case Manager.
- Engage stakeholders in the execution and support of treatment services.

Support Supervision

- Oversee that all participants' known diagnoses and symptomatic behavior are recorded. Ensure support plans are developed to reflect the participants' mental health experience.
- In conjunction with the IHS and CBT Case management teams, engage participant in a process of goal setting, planning, and acquisition as it pertains to living safely and independently in the community.
- Assist IHS and CBT management teams in a process of safety plan development.
- Supervise and lead management and support team meetings (when appropriate).
- Oversee that participant support teams (DSP's, family members etc.) needs are addressed, pertaining to participant transitions, as necessary.
- Oversee and assist the planning and implementation of transition of participants to other programs within or outside of Turning Leaf.
- Oversee the implementation of recreation/leisure programs and the non-crisis/crisis management activities for participant as required.
- Supervise and schedule (as needed) IHS and CBT management.

- Oversee Payworks quality assurance for the region and ensure all-time records submitted to the finance department are accurate.
- Act as a point of contact for the finance department for payroll questions and /or discrepancies.
- Employ a person-centered approach, work with IHS and CBT management to engage with their team on a regular basis.
- Provide training, as needed, to Direct Support Professional, Supervisors, and Case Managers in IHS and CBT divisions.
- Assist IHS and CBT management with problem-solving around providing direct service to their participants.
- Provide direction to IHS and CBT management (re-direction and performance discussion when necessary).
- Perform IHS and CBT management performance reviews.
- Any other duties as assigned by Director/COO.

Essential Requirements

- Updated cover letter and resume
- Criminal Record check with Vulnerable Sector Check (within 3 months)
- Available 40 hours p/week (Full Time)
- Minimum 5 years of Case Manager experience.
- Minimum 5 years leadership experience in a managerial role overseeing a staff team.
- Completion of an undergraduate degree in social services or business.
- Management of inpatients and outpatients care is considered an asset.
- Knowledge and experience with complex medical and mental health needs.
- Knowledge of servant leadership concepts.
- Valid Saskatchewan (Canadian) driver's license and current drivers abstract and appropriate current vehicle registration.
- CLSD and Comprehensive Personal Planning and Support Policy (CPP&SP) training is an asset.
- Proficiency with MS Office Suite (Word, Excel, PowerPoint, Outlook).
- Mandt training is an asset.
- Experience in the development of behavioral plans, risk management (organizational and participant related) and the person-centered approach.

- Dedication to continuous profession/skill development.
- Experience effectively navigating through potentially high-risk situations through verbal de escalation techniques, and the ability to stay calm in potentially high stress situations.
- Three employment references.

Education

- Bachelor's degree or College Diploma in Human Services or Business Administration

Required Attributes

- Demonstrates compassion and empathy for others.
- Strong attention to detail and organization.
- Demonstrates willingness to explore and identify new concepts and approaches.
- Ability to resolve challenges collaboratively with team members.
- Excellent communication skills and the ability to promote open communication across teams and stakeholders and offer constructive feedback and coaching to address team issues.
- Strategic, with proven problem-solving and decision-making abilities.
- Ability to handle multiple projects and priorities in a professional and timely manner.
- Demonstrates competence to analyze information, identify patterns, consider consequences, and make sound judgments.
- Ability to collaborate effectively with team members and employees from diverse backgrounds, cultures, and identities.
- Ability to investigate, negotiate, and resolve employee grievances.
- Demonstrates dignity and respect when interacting with all levels of personnel. Open and receptive to their needs.

Supervision

- Reports to the COO IHS/CBT

How to Apply

Applicants can express their interest by submitting a cover letter that clearly demonstrates why they are the ideal candidate (cover letters must cite specific examples congruent with the posting requirements) along with their resume to careerssk@tlservices.ca We thank all applicants, but only those being considered for an interview will be contacted.

Turning Leaf Services is an equal opportunity employer that pledges to uphold a workplace culture of inclusion, diversity, compassion, and respect. Turning Leaf offers competitive salaries and excellent benefits and is committed to cultivating an environment where work-life balance is valued.