



PACE provides support services to people with disabilities so they can live their lives

PACE is currently recruiting an energetic, self-aware and committed leader for the following position:

PROGRAM MANAGER, Supportive Housing.

Reporting to the Director, Client Services, the Program Manager is responsible for ensuring all aspects of the provision of quality support services to clients at their designated Supportive Housing Program in the Toronto area. The Program Manager works with other members of the PACE Team consistently demonstrating and promoting the philosophy of "Independent Living". PACE has been accredited with *Accreditation Canada*, since 2010.

The successful candidate has responsibility for managing approximately 20 unionized front line staff. This position is full-time, forty (40) hours per week with a highly competitive salary range (\$51,330 - \$68,441) and a comprehensive benefit package.

RESPONSIBILITIES:

Ensures delivery of high quality services in an efficient and cost-effective manner in accordance with clients' service agreements while maintaining legislated annual targets.

Responsible for supervision of all staff including all areas of performance management such as hiring, performance reviews and corrective action as well as maintaining a positive working environment.

Ensures services are provided following Occupational Health and Safety guidelines and the organization's policies and procedures.

Manages staff and client concerns, as they occur; working with staff and clients towards an appropriate resolution.

Participates in the development and meeting of annual Organizational Goals and Strategic Direction.

Participates in the Management three-tier On-Call Rotation (approximately four (4) weeks/year).

QUALIFICATIONS/WORKING CONDITIONS

- Post-secondary degree/diploma.
- Minimum of three (3) years' experience in the human services field. *Equivalent combinations of education and experience will be considered.*
- Minimum five (5) years' supervisory and management experience, preferably in a unionized environment.
- May at times be required to work in an environment where there is a client or their family member(s)/friend(s) that smokes and/or has pets.
- Acceptable Police Reference Check (vulnerable persons).
- Primary hours of work are days, Monday – Friday, may involve other non-standard hours, i.e. evenings, weekends, statutory holidays on an as needed basis.

- Valid Driver's License and access to a vehicle.

SKILLS

- Excellent interpersonal skills.
- Excellent verbal, written and listening communication skills.
- Ability to work independently and as part of a team.
- Strong conflict resolution and problem solving skills.
- Experience working with people with disabilities.
- Computer skills (Microsoft Office, Internet Explorer).

Interested candidates should submit a covering letter and resume, **quoting Job Competition Number 20.FT.HO.MGT.0002** no later than **5:00 p.m.** on **Friday, June 26, 2020**, to

Human Resources: email: careers@pace-il.ca or fax: 416 789.7807

*PACE Independent Living is an inclusive employer.
Accommodation is available under the Ontario Human Rights Code.*