



**PROGRAM COORDINATOR
JOB DESCRIPTION
Part-Time Temporary
Location: Kenora, Ontario**

Community Services for Independence North West (CSINW) is recognized as a leading community support service provider, enabling persons with physical disabilities and seniors the opportunity to live independently in NW Ontario since 1975.

If you are an experienced dynamic leader - with expertise in creating positive working environments - have a passion for empowering persons with physical disabilities and have the skills and experience to excel in this role, we encourage you to apply. In this pivotal role, you will be responsible for overseeing and coordinating Supportive Housing and Outreach Attendant Care programs and supervising front-line staff providing personal support services to our consumers. Your leadership will ensure the delivery of high-quality personal support services that upholds our commitment to independent living and empowerment.

Under the direct supervision of the Director of Support Services - West, the Program Coordinator is responsible to ensure consumer needs are being met through efficient operations of the Supportive Housing and Outreach Attendant Care programs of Community Services for Independence North West (CSINW) in Kenora, Ontario and surrounding areas. The Program Coordinator performs a wide variety of supervisory functions requiring good knowledge of CSINW's policies and practices.

All functions of this position will be done with highest levels of quality to the organization's mandate:

"To provide quality services, which empower all persons with physical disabilities, to live safely and independently in the community."

Our organization is committed to attaining consumers' ideals by developing and fostering:

- Strong values and practices
- Enrichment opportunities and innovative options in response to consumer's goals
- Harmonious working relationships with respect for consumer's individuality



PROGRAM DUTIES AND RESPONSIBILITIES

- The Program Coordinator will ensure that consumer needs are being met and services are being provided in accordance to the program guidelines
- To maintain a comprehensive working knowledge of the duties and responsibilities of the Personal Assistant Staff
- Assist with consumer scheduling of services and to ensure scheduling information is communicated to staff
- Record vital medical information and other related information that may affect the delivery of personal assistant services and communicate same to staff
- Develop service plans and contracts in conjunction with consumers along with completion of InterRAI CHA – annually or as required.
- Provide resource and referral service by helping to obtain information about social, medical, financial and rehabilitation services available in the community
- Conduct an orientation for all new consumers
- Develop and maintain respectful relationships with consumers
- Ensure services are provided in compliance with consumer rights and responsibilities
- Provide support with decision making and follow up as determined by the individual consumer's needs
- Assist consumers with procedures relevant to programming requirements
- Accompany or arrange for other staff to accompany consumers on outside activities as required
- Liaise with family/consumers and other service providers to ensure consumer needs are being met
- Receive and follow up with referrals from the Community for services
- Conduct consumer interviews and follow up on applications for the Personal Assistance Program
- Provide tours and information to interested parties
- Rotate and share on call duties with Program Coordinators
- Fulfil other duties as required

SUPERVISORY DUTIES AND RESPONSIBILITIES

The Program Coordinator is responsible for the direct supervision of employees hired for their programs within the scope of the Policies and Procedures and where applicable.

- Supervise services being provided to ensure that the consistency and quality of services are being maintained
- Foster a loyal and trusting relationship with employees
- Participate in recruitment of personal assistants
- Orientate new employees
- Schedule and supervise the training of new employees in accordance to established practise



- Prepare employee schedules in accordance to budgeted service hours and approve time sheets; approve overtime work, vacation requests, and leave of absences in consultation with Director
- Provide input and assistance into staff development.
- Prepare and conduct initial probationary evaluations and bi-annual performance evaluations as per established processes
- Discipline employees and where necessary dismiss employees, under the approval of Human Resources
- Provide ongoing guidance and leadership to Personal Assistants as required
- Respond to first step of the grievance process and actively partake in the resolution process
- Handle consumer and employee complaints or concerns as per the established complaint resolution guidelines
- Be aware of potential conflicts between employees, as well as between employees and consumers; determine follow-up action in conjunction with the Director and/or Human Resources.
- Schedule, prepare and lead staff meetings regularly.
- Fulfill other duties as required.

HEALTH AND SAFETY RESPONSIBILITIES

The Program Coordinator is responsible for leading and maintaining an active Health and Safety Program. They are responsible to the Director for ensuring the following:

- Be familiar with CSINW Health & Safety Policies and any pertinent legislation
- Developing and/or co-ordinating Health & Safety training programs for staff
- The program is maintained in a healthy and safe condition
- All incidents/accidents and unsafe conditions are reported and investigated promptly;
- Ensuring claims management is carried out and liaison with the WSIB regarding entitlement, modified duties, appeals, etc.
- All employees are properly trained in proper work practices, and understand CSINW Health & Safety Policies, recognizing their importance
- Participate in work place inspections to ensure corrective action is taken in a timely manner
- Acting as a resource to employees in carrying out their Health & Safety responsibilities;
- All standard operating procedures are current and adhered to
- The Health & Safety Representative from their project/program is given ample opportunity to attend Health & Safety meetings
- Assist in analysis of all incidents/accidents on a regular basis
- Make recommendations to the Manager concerning amendments to the Health & Safety Program
- Ensure a healthy and safe working environment is actively promoted with staff through training, information sessions and/or regular Health & Safety topics at staff meetings.



KEY QUALIFICATIONS:

- Post-secondary education in a related field (e.g. Human Services, Healthcare Administration, Social Work) or equivalent
- Detailed knowledge of disabilities and community services
- Minimum of 5 years personal care work experience or equivalent and the ability to promote independent living for persons with a disability
- Excellent organizational skills and ability to respond to multiple requests.
- Strong facilitation and team work skills
- Bondable
- Model professional behaviour at all times
- Strong administrative ability with emphasis on supervisory and leadership skills, excellent communication, organization and writing skills
- Strong computer skills and experience with AlayaCare software would be an asset

We offer attractive working conditions and a competitive wage starting from \$31.22 per hour!

CLOSING DATE: This posting will remain open until the position is filled.

Please submit a cover letter and resume to: HR@csinw.ca or by mail to Human Resources, Community Services for Independence North West, 101 Syndicate Ave. N. - Suite 410, Thunder Bay, ON P7C 3V4

Visit www.csinw.ca for more information about our organization

The CSINW is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, members of visible minorities, aboriginal persons, and persons with disabilities. Reasonable accommodations during the recruitment process will be provided in accordance with the Ontario Human Rights Code. Applicants may make accommodation requests when contacted for an interview. We thank all applicants; however, only those considered for an interview will be contacted.