



**PROGRAM COORDINATOR**  
**Part-Time Temporary (New position)**  
**(with the possibility of full-time permanent)**  
**Location: To be determined**

**Posting #CSINW-2024-07**

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.

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

The Program Coordinator role involves managing and overseeing various aspects of both the Supportive Housing and Outreach Attendant Care program operations, with responsibilities in program management, staff supervision, and health and safety compliance. Here's a summary of the key duties:

**Program Management:**

- **Consumer Services:** Ensure that consumer needs are met, and services are provided according to program guidelines.
- **Scheduling & Information Management:** Assist with scheduling services, maintain and communicate vital consumer information, and ensure service plans are in place.
- **Resource & Referral Services:** Help consumers access social, medical, financial, and rehabilitation resources.
- **Consumer Onboarding:** Conduct orientations, handle move-in/move-out procedures, and manage consumer interviews and applications.

**Staff Supervision:**

- **Service Quality:** Supervise and ensure the quality and consistency of services provided by the staff.

- **Recruitment & Training:** Participate in hiring, orienting, and training new employees.
- **Scheduling & Evaluations:** Manage staff schedules, approve timesheets, and conduct performance evaluations.
- **Conflict Resolution:** Address employee grievances and conflicts, and administer disciplinary actions as needed.

### **Health & Safety Compliance:**

- **Program Leadership:** Lead and maintain a Health & Safety Program, ensuring compliance with policies and legislation.
- **Training & Incident Management:** Develop safety training, manage incidents and accidents, and ensure a safe working environment through regular inspections and staff meetings.

Overall, the Program Coordinator ensures the efficient operation of the program by managing consumer services, supervising staff, and promoting a safe and healthy workplace.

### **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.

***We offer attractive working conditions and a competitive wage starting from \$31.72 per hour.***

**For a detailed description of responsibilities and qualifications for this position, visit our website at [www.csinw.ca](http://www.csinw.ca).**

**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 and include posting #CSINW-2024-07

**Visit [www.csinw.ca](http://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.*



## **JOB DESCRIPTION**

### **PROGRAM COORDINATOR**

#### **GENERAL RESPONSIBILITIES**

Under the direct supervision of the Manager of Support Services, the Program Co-ordinator is responsible to ensure consumer needs are being met through efficient operations of the Personal Assistance Program of Community Services for Independence North West (CSINW). The Program Co-ordinator, performs a wide variety of managerial functions requiring an extensive knowledge of the CSINW's policies and practices and the Collective Agreement, where applicable.

In collaboration with the Manager, the Program Co-ordinator will be an active member of various committees and the Co-ordinating Team. When assuming these responsibilities, the Program Coordinator will follow the established guidelines of the Terms of Reference.

This position will partake in the joint on-call rotation with the Co-ordinator Team. This includes the responsibility of ensuring that relevant information is always communicated and to stay informed and have knowledge of the process and regulations.

All functions of this position will be done in conjunction to the organizational 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 practises**
- **Enrichment opportunities and innovative options in response to consumer's goals**
- **Harmonious working relationships with respect for consumer's individuality.**

To promote and support the organizations' mandate and vision, each Program Co-ordinator has a responsibility to ensure that all of their job duties are competently performed and demonstrate a high level of quality. To ensure commitment to this statement, employees' performances will be evaluated accordingly on an annual basis.

#### **COMMUNICATION**

On a daily and operational basis the Program Co-ordinator will have contact and working relations with a variety of people. Internally this could include the consumers and their family members, Personal Assistants, Health & Safety Co-ordinator, Managers and other administrative employees. Externally this could include representatives from a wide range of community and health services.

- Demonstrate an approachable and courteous persona at all times.
- Respond to consumers and employees in a caring and understanding manner.
- Attend and participate to requested meetings.
- Model professionalism in accordance to our code of conduct.
- Maintain confidentiality in accordance to our policy.
- Apply extensive knowledge of department policies and procedures and utilize a general

understanding of other departments' functions.

- Provide open and effective communication between departments; keep co-worker, employees and management informed on pertinent operational matters.

#### **PROGRAM DUTIES AND RESPONSIBILITIES**

- The Program Co-ordinator 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.
- Ensure all consumers have a service plan and contract. Complete annual RAI CHA's and service plans, or more frequently if 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 move in and move out procedures.
- 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.
- Fulfil other duties as required.

#### **SUPERVISORY DUTIES AND RESPONSIBILITIES**

The Program Co-ordinator is responsible for the direct supervision of employees hired for their program within the scope of the Policies and Procedures and where applicable, the Union Collective Agreement.

- 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 Manager.

- 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 the Manager.
- 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 Manager.
- Schedule, prepare and lead staff meetings regularly or as determined by collective agreement or Manager.
- Fulfill other duties as required.

#### **HEALTH AND SAFETY RESPONSIBILITIES**

As a Program Co-ordinator, you are responsible in leading and maintaining an active Health and Safety Program. You are responsible to the Manager for ensuring the following:

- You are completely 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;

#### **KNOWLEDGE AND SKILLS REQUIREMENTS**

- Post secondary education in Human Services
- Detailed knowledge of disabilities and community services
- Minimum of 5 years personal care work experience and the ability to promote independent



## Community Services for Independence NORTH WEST

living for persons with a disability.

- Computer knowledge, including Microsoft Word, Excel
- Excellent organizational skills and ability to respond to multiple requests.
- Excellent communication skills, oral and written
- Strong administrative ability with emphasis on supervisory and leadership skills
- Strong facilitation and team work skills
- Bondable
- Model professional behaviour at all times