



Committed to Charting new horizons that promote independent living! We lead by example in our community, embracing change and accepting new challenges. We succeed by delivering Quality Services that exceeds our consumers' expectations. Our Attendant Outreach (AO) Program provides daily mobile support services (days and evenings) to adults with disabilities who require assistance with their activities of daily living to enable them to continue living in their own homes.

We are seeking an energetic and innovative leader for the position of:

### **Program Manager (Temporary Full-Time)**

with a clear focus on the client care experience and a proven track record in leading teams through change and inspiring service excellence. You will provide leadership in service delivery and human resource management including care delivery performance targets, leading a complement of unionized and non-unionized staff, recruitment, training, co-ordination of staff and performance management. You will manage the day-to-day operations of the AO program to maximize operational effectiveness within a client-centered model of care delivery and ensure that execution of our policies and procedures are in alignment with our mission, vision, goals and values. You will also be responsible for managing your budget and statistical data, and will support a workplace that embraces diversity, encourages team work, and complies with all applicable regulatory, legislative and funder requirements.

As the ideal candidate, you have completed a Bachelor's degree in a health related field and have at least five years of progressive operations management experience. You have a clear understanding and specialized knowledge of delivering excellent service to people with physical disabilities in the community. You bring a high level of emotional intelligence, operational expertise and leadership skills to continually foster a culture of safety, quality and customer service. You also:

- have a proven track record of strong fiscal management
- embrace collaborative leadership to achieve successful team building
- minimum 2 years of experience in the delivery of services within the independent living model
- have superior communication, decision making, problem solving, facilitation and planning skills
- have the ability to deal with multiple priorities through highly developed time management skills combined with the ability to prioritize tasks to meet competing demands and timelines
- are recognized for inspiring performance excellence while embracing change and transformation and have demonstrated ability to work effectively in a dynamic environment with people from diverse backgrounds and communities
- have an awareness of unregulated healthcare workers roles and functions
- can effectively liaise with external agencies and partners
- have demonstrated customer service acumen, strong negotiation skills and a solutions-based approach to problem-solving
- are proficient with Microsoft Office Suite and Client based software applications
- Verbal and written fluency in French is an asset

Interested applicants should apply in writing, by submitting a cover letter and resume outlining your interest, qualifications and experience with contact information by 4:30pm, Friday October 5, 2018 referencing job # 062 to Email: [careers@nucleusonline.ca](mailto:careers@nucleusonline.ca)

Nucleus Independent Living welcomes and encourages applications from those with disabilities. Accommodations are available upon request. All qualified persons are encouraged to apply.

We thank all candidates, however, only those selected for an interview will be contacted. Nucleus is an Equal Opportunity Employer.