



Promoting independent living through innovation and excellence. We lead by example and embrace change and accept new challenges. Our Supportive Housing (SH) Program provides exceptional 24-hour support services to adults with physical disabilities who require assistance with their activities of daily living to enable them to live independently in two integrated apartment buildings. We are seeking an energetic and experienced leader for the permanent full-time position of:

Program Manager, Supportive Housing Program

with a clear focus on the client service 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 within Nucleus' quality and risk management framework to achieve performance targets and lead a complement of approximately 50 unionized and non-unionized staff. You will manage the day-to-day operations of the SH program to maximize operational effectiveness within a client-centered model of service delivery and achieve the operational plan deliverables in alignment with our mission, vision, goals and values while ensuring adherence to policies and procedures. You will be responsible for managing the SH budget (\$2.5 million) and two sites 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 seven (7) years of progressive operations management experience. You have a clear understanding and specialized knowledge of delivering excellent service to people with physical disabilities. 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 minimum 2 years of experience in the delivery of services within the independent living model
- are able to analyze evidence and data to guide sound decision-making in matters relating to finance, operations and human resources
- 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
- 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 understanding of unregulated healthcare workers roles and functions
- are experienced in managing within a unionized environment
- 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
- Have the ability to travel between program locations (within Toronto) and to Head Office (Oakville) on a regular basis.

Interested applicants should apply in writing, by submitting a cover letter and resume outlining your interest, qualifications and experience with contact information, referencing job # 048 to Email:

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. No phone calls or agencies, please.