

Job Posting: **Director of Program & Services**

The Alzheimer Society of Sarnia-Lambton (ASSL) is a community support service organization that provides programs and services to people living with dementia and their care partners in Sarnia-Lambton. We work closely with other service providers to ensure quality care and support for our clients. We employ administrative and fund development staff, educators, social workers, nurses, therapeutic recreation staff, personal support workers and volunteers who work together as a team to meet the needs of people living with dementia and their care partners.

We recognize the value and dignity of every individual and ensure everyone has genuine, open, and unhindered access to employment opportunities, free from any barriers, systemic or otherwise. We are dedicated to building a diverse and inclusive work environment, where the rights of all individuals and groups are protected and all members feel safe, respected, empowered, and valued for their contributions.

Our values include **collaboration, accountability, respect, empowerment**, which are the guideposts we use for decision-making of all kinds. We believe that this will guide the organization toward a place of inclusion for all - where equity and access to essential supports and services becomes the reality.

What you will be doing

The Director of Program & Services ("the Director") is a senior leadership role responsible for the strategic oversight, operational management, and continuous improvement of all clinical programs and client services of the Alzheimer Society Sarnia-Lambton ("ASSL"). The Director ensures high-quality, person-centered care through effective program development, team leadership, and community engagement. Reporting directly to the CEO or designate, the Director provides leadership and supervision to a multidisciplinary team while fostering collaborative relationships with community partners and healthcare providers to advance ASSL's mission of improving the quality of life for individuals living with dementia and their care partners. The Director plays a central role in strategic planning, program evaluation, and quality improvement, while actively participating in organizational leadership initiatives. The Director provides leadership in cross-organizational functions, offering provision of direction and services and advice in the absence of the CEO, when required.

Essential Duties & Responsibilities:

Strategic Leadership and Program Development

- Lead the planning, implementation, and evaluation of all new and existing ASSL program and service delivery models in response to client needs, trends, research findings and community context
- Develop, implement, and monitor long-term strategic goals and annual operating plans.
- Collaborate with CEO on organizational strategy, quality improvement, and performance management.

Program Management and Service Delivery

- Ensure program compliance with relevant legislation, professional standards, and organizational policies.
- In consultation with the CEO, develops new initiatives to support the strategic direction of the organization and meets the needs of ASSL clientele
- Oversee program development, including intake, assessment, and care planning processes.
- Oversee operational, administrative and financial responsibilities of all programs & services including, but not limited to all reporting requirements of funders (eg. Ontario Health West)
- Collect and analyze service data to guide future service delivery; provide reports to the CEO.
- Establish and maintain service-level agreements with community partners and funders.
- Ensure quality control and risk management in all client-facing services.
- Implements the long-term goals and objectives of the organization's Strategic Plan to achieve successful outcomes of ASSL clinical programs and client services

- Oversees policy development for ASSL clinical programs & client services
- Leads program evaluation and quality improvement initiatives
- Provides leadership and oversight to the agency Accreditation process
- Oversees the collection, analysis, and evaluation of all clinical program statistics for Ministry reporting
- Reports on quarterly statistical variances and provide solutions for rectifying
- Identifies and develops HSIP funding proposals, and contributes to grant application opportunities to support expansion of existing and development of new clinical programs
- Develops strategies to meet the needs of people living with dementia according to current trends and available resources

Human Resources Management

- Promote a culture of collaboration, respect, and continuous learning.
- In consultation with the CEO, responsible for the recruitment, selection, orientation, coaching, supervision, and discipline of a multidisciplinary team of program managers, clinicians, and administrative staff.
- Provide regular clinical supervision and guidance specific to clinical teams' caseloads and group facilitation
- Conduct regular performance evaluations, monitor staff performance, provide coaching, and develop professional growth plans for direct report staff
- Organize and lead regular team meetings for effective communication within the team.
- Develop and review relevant clinical policies and procedures.

Clinical Services Oversight

- Direct, plan, and coordinate clinical, respite and social recreation staff, including supervision, evaluation, training, and team building
- Implements and adheres to ASDR human resource policies, protocols and practices
- Provides, consultation, guidance and support to staff related to dementia and best practice in the field
- Supports the identification of opportunities for volunteer support in programs & services
- Promotes a culture of high performance and continuous improvement that values learning and a commitment to quality
- Collaborate with Alzheimer Society of Ontario to ensure standardized clinical programming.

Client, Community & Partner Engagement and Advocacy

- Promote a culture of participation and sustained engagement through an authentic partnership approach
- In consultation with the Chief Executive Officer, identify opportunities for community partnerships to ensure the continuous delivery and improvement of community services and supports for persons living with dementia and their care partners
- Engage and empower stakeholders to create dementia-friendly communities and improve health and community support services
- Advocate for and with persons living with dementia, care partners and families at an individual and systems level
- Support the engagement of persons with dementia and care partners as advisors to programs and services on local and provincial levels
- Participate in community tables as deemed appropriate by the CEO (i.e. Sarnia-Lambton Ontario Health Team, Sarnia-Lambton Social Services Network)
- Work collaboratively with Alzheimer Society partners in Ontario ("ASiO") to ensure program development & delivery is consistent with standards
- Attends agency fundraising events and other community events as required

Data and Financial Management

- Oversight of department budgets inclusive of monthly review of profit & loss statements, analysis of spending and financial explanations.
- Collect and analyze statistical data for reporting and funding purposes.

- Oversee client data management systems, ensuring privacy and data security.

Regulatory Compliance and Risk Management

- Ensure adherence to privacy, health, and safety regulations.
- Act as the organization's Privacy Officer, maintaining confidentiality and regulatory compliance.
- Lead quality assurance and risk management initiatives.

Management & Operational Functions

- Participate in strategic planning, budgeting and organizational planning
- If appointed, will assume the role of Acting Chief Executive Officer in the absence of the Chief Executive Office
- Collaborates and supports Fund Development initiatives as required,
- Act as facility manager when required
- Ensure adherence to organizational policies and procedures, Occupational Health & Safety regulations and employment standards
- Ensure CEO is kept well informed with respect to all programs and services delivery initiatives
- Perform other duties consistent with the job classification, as required

Qualifications & Experience:

Education:

- Post-secondary degree in Health Administration, Social Work, Nursing, or a related field. Master's level degree is preferred
- Membership in a regulated health profession is considered an asset

Experience:

- Minimum of five years of progressive management experience in a healthcare, community service, or non-profit setting.
- Demonstrated leadership and management at a Senior level will be considered an asset.
- Demonstrated experience working in the field of dementia and/or older adults.
- Leadership Skills: Proven ability to lead, mentor, and manage a diverse, multidisciplinary team.
- Knowledge Base: Comprehensive understanding of dementia, healthcare regulations, program development, and community resource navigation.
- Technical Skills: Proficiency in O365 programs, data management software, and virtual meeting platforms. Experience using *Alayacare* client management software is considered an asset.
- Financial Acumen: Proven ability to develop and monitor multi-program budgets

Other Knowledge, Skills, Abilities or Certifications:

- Communication: Exceptional verbal, written, facilitation, networking and public speaking skills.
- Ability to communicate in French (written and spoken) is considered an asset
- Effective time management, planning and prioritization skills
- Other Requirements: Valid driver's license, access to a vehicle, and the ability to pass a vulnerable sector police check
- Demonstrated ability to develop harmonious working relationships with professionals from a variety of disciplines, both within and outside Alzheimer Society
- Commitment to continuing professional development is essential
- Ability to use discretion, judgment and tact in handling sensitive/confidential information/situations.

Key Competencies:

- Leadership and Vision: Ability to inspire and guide teams toward shared goals.
- Problem Solving: Strong analytical and decision-making capabilities.
- Relationship Building: Skilled at fostering client and partnership engagements
- Ethical Integrity: Commitment to ethical service delivery and organizational mission.

Work Environment and Conditions:

- Hybrid work model, with a combination of in-office and remote work.
- Travel throughout the service region may be required
- Flexibility to work evenings and weekends on occasion

Travel Requirements:

- Some travel in and around Lambton County to carry out the functions of this position, and to attend relevant meetings. Occasional travel outside of Sarnia-Lambton may be required. Valid driver's license and access to a dependable, insured vehicle are required

Physical Demands:

- Significant periods sitting at the computer, but with the opportunity to move away from the workstation
- Sensory attention is required for most of the workday (looking at computer screen, reading documents, etc.)
- Physical ability to fully participate in meetings, presentations and training sessions.

The above statements are intended to describe the general nature and level of work being performed by most people assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and requirements.

What we offer

- Salary Range: \$70,000 - \$82,000
- Benefits: Extended health and dental benefits; Defined Contribution Pension Plan, Employee Assistance Plan
- Flexibility: We have a flexible, hybrid work policy.

How to apply

Please submit your resume and cover letter to: dnewton@alzheimersarnia.ca

Deadline for Applications: Monday, January 20th, 2025 at 4:00 p.m.

Please include the job title "Director of Program & Services" in the subject line.

Applications will be accepted by *email only*. We thank all those that apply, but only those selected for an interview will be contacted.

Upon request, applicants with a disability will be provided with accommodation during the recruitment process. Please contact dnewton@alzheimersarnia.ca if accommodation is required. We are committed to inclusive, barrier-free recruitment and selection processes in accordance with the Human Rights Code and AODA. The Alzheimer Society of Sarnia-Lambton welcomes those who have demonstrated a commitment to upholding the values of equity and social justice and we encourage applications from First Nations, Inuit and Métis, Indigenous Peoples of North America, Black and persons of colour, persons with disabilities, people living with dementia, care partners and those who identify as LGBTQ2S+.