



## **JOB DESCRIPTION**

**JOB TITLE:** Program Manager  
**AGENCY PROGRAMS:** Professional Counselling & Employee Assistance  
**JOB CLASSIFICATION:** Manager I  
**SUPERVISOR:** Executive Director

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### **POSITION SUMMARY:**

Responsible to lead and manage the Professional Counselling and Employee Assistance Programs, including developing and managing programs to meet community needs, seeking and managing funding sources and partnerships, representing the Program and the agency in the community, developing and supervising a staff team, acting as the primary agency resource on clinical issues.

**HOURS:** 35 hours / week

**SALARY:** As negotiated with the Executive Director within approved salary range.

### **QUALIFICATIONS:**

- M.S.W. or equivalent
- Current registration with the OCSWSSW or CRPO
- Minimum of five years clinical experience
- Minimum of five years management experience preferred
- Sound knowledge of clinical presentations, proven assessment skills and experience in applying appropriate clinical interventions within a short-term strengths-based service model
- Sound knowledge of and proven experience in program development, management and staff supervision
- A proven commitment to implement anti-oppression approaches and diversity in counselling and community programs
- A proven commitment to addressing social justice issues
- Knowledge of Peterborough City and County demographics, needs and services
- Proven management and team-building skills
- Excellent oral and written communication skills and interpersonal skills
- Excellent problem solving skills
- A proven ability to work independently and in a team
- Proven time management skills including ability to manage multiple projects and tasks with deadlines
- Advanced computer skills including Windows, email, internet, social media and web-based applications; MS Office suite including Word and Excel; and, competence in managing data bases.



## **MAJOR DUTIES:**

- Provide leadership and vision so that the Professional Counselling Program is responsive to community needs and promotes the agency vision, mission, values and strategic plans
- Identify potential funding sources, prepare proposals, funding reports (in partnership with the Manager of Finance and Administration), and service plans, and maintain positive relationships with funders so that the Professional Counselling program is well resourced
- Represent the Professional Counselling and Employee Assistance programs and the agency in the community at public forums and community committees
- Promote the Professional Counselling and Employee Assistance programs in the community
- Lead the Professional Counselling and Employee Assistance programs in an annual strategic process to develop an Operational Plan as part of the agency-wide plan
- Bring leadership to the accreditation process and maintain all accreditation standards within the Professional Counselling and Employee Assistance programs
- Act as the primary resource on clinical issues to the Professional Counselling team and to other teams within the agency
- Provide leadership and management within the Professional Counselling and Employee Assistance Programs
- Provide leadership to the marketing and management of the Employee Assistance Program
- Manage staff in the Professional Counselling team including offering staff development opportunities, regular team meetings and annual performance appraisals
- Recruit and supervise placement students and program volunteers
- Ensure that staff caseloads and clinical files are maintained; be responsible for file closures
- Advocate on behalf of clients and on issues related to client well-being
- Review and provide input into the Program budget
- Compile, analyze and distribute reports on program activities and identify and publicize emerging needs
- Contribute to agency-wide activities including as staff lead on committees and through involvement in management team and staff meetings
- Adhere to agency and program policies as outlined in Policies and Procedures and Program Manuals
- Assist in managing physical resources and equipment for Reid Street
- Advise the Executive Director and the Board of program issues and trends
- Work in consultation with the Executive Director
- Other duties as assigned



Reviewed by: \_\_\_\_\_ Date: February 12, 2021

Approved by: Kirsten Armbrust  
Executive Director

Date: February 12, 2021