



Program Director

Reports to Board of Directors on the Day to Day Management of the L&A SOS

Position Summary:

The Program Director is responsible for the effective and efficient operation and administration of the Agency, within the policies, procedures and expenditures established by the Board of Directors. Will provide administrative leadership, vision and effectively manage staff to enable high quality programs and service delivery.

Board of Directors:

Board Administration and Support - The Program Director supports operations and administration of Board by advising and informing Board members, interfacing between Board and staff, and supporting Board's evaluation of executive.

Leadership

The Program Director will demonstrate a high level of leadership in carrying out the duties of the position in regard to the day to day management of the agency.

- Oversee day-to-day operations and management of office procedure, computerised systems for financial and statistical reporting.
- Capable of problem solving and anticipating issues and opportunities in regard to program delivery and staff resources.
- Leadership to implement quality and risk management in all areas of an organization.
- Provide professional leadership in the areas of fundraising, agency relations, public relations and program planning.

Program Development:

The Program Director keeps up to date with developments in the field of services for seniors.

- Seek out opportunities to enhance and develop the agency programs and services.
- Review new and better ways to achieve agency outcomes.

The Program Director has the capacity and ability to see challenges and opportunities and has the capability to plan and strategize options to promote the mission of the agency.

- Plan and execute continuous improvement in services.
- Provide input regarding long range plans and program development.
- Promote the agency and strengthen beneficial relationships with funders, professional organizations, inter-agency networks, service providers and community groups.

Financial Operations:

The Program Director is able to manage the agency fiscal resources in a responsible manner.

- Maintains a balanced budget, is able to forecast issues and determine a course of action to ensure the agency remains in a positive financial position
- Demonstrates ability to manage fund development, grant proposal writing applications, and sponsorship initiatives.
- Meeting deadlines and completing funding requirements
- Familiar with employment and labour legislation, as well as the Occupational Health and Safety Act and Worker Safety and Insurance Act.
- Implement all specifications for personnel as outlined by employment standards, Human Rights, pay equity and non-discrimination policy.

Operations :

The Program Director demonstrates a high level of quality work (accuracy, content and thoroughness), a high degree of productivity, and a positive record of attendance and punctuality with strong time management skills.

Program Administration

The Program Director demonstrates an ability to promote positive communication amongst staff and board.

- The Director has the skill to deal with conflict in a fair, open, and supportive manner.
- Demonstrates the ability to understand and communicate with the seniors in the community.
- Prepare and maintain staffing history of their benefits, job descriptions, and salary scales.
- Monitor a staff person's record of content with attendance, sick/vacation time, and provide regular evaluations.
- Interviewing skills, selection, hiring, and orientation of personnel, and volunteers.
- Responsible for development and delivery of an in-service and staff development program for all personnel and volunteers.
- Provide employees with education opportunities outside of the organization.
- Develop and maintain systems to facilitate effective and efficient staff communications and conflict resolution.
- Administration of discipline to all employees by way of progressive discipline up to and including discharge.

Community Presence:

The Program Director has a positive image in the community and presents and promotes the agency with a high degree of skill and is collaborative in relationship to community planning and coordination groups.

- A working knowledge of relevant communications/media relations and marketing strategies for the not-for-profit sector.
- Act as a spokesperson for the agency to the public when deemed appropriate.
- Network with local and provincial organizations with a view to developing pertinent alliances and partnerships.
- Be collaborative in relationship to community planning and coordination groups.

Resource Development

The Director demonstrates the ability and skills to ensure all programs and services are evaluated on a regular basis.

- Demonstrates a commitment to continuous improvement in all aspects of personal, professional, and agency development.
- Ensure the strategic direction for the agency, as well as the evaluation processes to ensure the strategic directions are achieved, are carried out and reported regularly to the Board of Directors

DISCLAIMER

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. Incumbent may be asked to perform other duties as required.