**Job Description**

**JOB TITLE:** Program Manager

**REPORTS TO:**

**Location:**

**updated:** October 2021

**Job Summary**

Foundry is removing barriers and increasing access to health and wellness services for young people ages 12–24 and their caregivers through a network of youth-friendly centres across British Columbia and online. By offering integrated mental health care, substance use services, physical and sexual health care, youth and family peer support and social services, Foundry makes it easier for young people to find support in their communities. Online resources and first-of-its-kind virtual care further broaden Foundry's reach.

The Program Manager is responsible for the oversight and coordination of a Foundry centre’s daily activities and services. They provide leadership and supervision and promote interdisciplinary practice and collaboration. The Program Manager ensures quality care that is informed by youth needs and preferences and promotes continuous quality improvement through all systems and processes. They collaborate deeply with related health and social support services and other relevant community resources. They also participate actively in the Foundry provincial network and related working groups and events.

**Key Duties and Responsibilities**

* Coordinates and leads the day-to-day centre operations;
* Coordinates staff scheduling and programming;
* Provides day-to-day supervision and support to all members of the integrated service delivery team, working closely with leaders of partner agencies and clinical supervisors;
* Provides direct clinical care or clinical process guidance when indicated;
* Ensures effective case planning and management and accountability to service partners;
* Directly supervises team members including performance evaluation and management;
* Nurtures a positive team environment of continuous learning, effective communication and service excellence;
* In collaboration with the centre’s Director, selects and hires new staff;
* Works closely with the Foundry Central Office team to ensure effective communication, knowledge exchange, data collection and evaluation practices;
* Ensures best practices, such as Foundry’s Integrated Stepped Care Model, team-based care and peer support, are at the core of service delivery;
* Ensures financial responsibility and accountability, as well as management of financial risks;
* Recognizes and manages risk to staff and youth, and ensures actions are taken to prevent and minimize harm;
* Responds to and provides support to team members and colleagues during critical incidents and high-risk situations;
* Performs administrative functions, including writing reports, producing documents and presentations, leading or supporting policy development and ensuring adherence to policies;
* Oversees use of shared Electronic Medical Record and ensures accountability and privacy;
* Maintains an in-depth knowledge of available resources in the community;
* Establishes and maintains positive working relationships with all Foundry stakeholders and relevant community resources; and
* Represents Foundry in the community and delivers public presentations.

**Qualifications**

* Post-secondary degree in a relevant field, such as social work, nursing or counselling;
* Five years of relevant employment experience including leadership and supervisory experience;
* Experience with multi-disciplinary health care teams and primary care a significant asset;
* Understanding of and passion for supporting youth and their families;
* Genuine commitment to service integration and improving service experiences for youth and their families;
* Experience with developing policies and procedures, designing and delivering programs a significant asset; and
* Satisfactory criminal record check and clear vulnerable sector search.

**Skills and Abilities**

* Strong communication, decision-making and organizational skills;
* Proficiency in relevant computer applications (Microsoft Office and [insert name of EMR]);
* Solid foundation in human resources and occupational health and safety practices and related legislation;
* Knowledge of best practices related to community health, including but not limited to harm reduction, stepped care, cultural safety and youth and family centered care;
* Staff mentoring and development skills, ability to lead a positive working environment;
* Relationship and team building skills with a wide variety of stakeholders;
* Excellent self-management skills in high pressure situations;
* Ability to analyze and resolve problems with minimal direction;
* Ability to thrive in a dynamic, changing environment; and
* Physical ability to complete required tasks.

**JOB DESCRIPTION APPROVED BY:**

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