



Community Programs Manager

Please submit your covering letter and resume by **noon, May 17th, 2024** and address it to the attention of the Hiring Committee.

No phone calls please.

Position:	Community Programs Manager
Reporting To:	Executive Director
Salary and Hours:	Full Time, Permanent (35 hours) \$29.00/hour plus 6% in lieu of health and dental benefits during probation \$30.38/hour and health and dental benefits upon successful completion of probation
Contract Term:	TBD

Psychiatric Survivors of Ottawa (PSO) is a member-driven, local non-profit organization specializing in mental health and substance use health peer support services. We believe that people with lived and living experience are able to create connection and build community by supporting each other through our shared experience of accessing the mental health system. Our programming includes hospital-based inpatient and post-discharge peer support, peer support referrals from community-based partners, virtual, in-person, and hybrid peer support groups, recreational activities and events, and educational workshops and training. All our services are created by and offered by people with lived and living experience in mental health and/or substance use health.

We are currently recruiting a Community Programs Manager to join our organization. The Community Programs Manager oversees all aspects of the community-based programming and community partnerships. At PSO, we want our staff members to reflect the diverse community that we are a part of. Candidates who identify as belonging to 2SLGBTQIA+, BIPOC, and/or having other marginalized identities will be prioritized.

Qualifications:

1. Being a person with lived and/or living experience with mental health and/or substance use health challenges and a demonstrated ability to share this expertise in the context of empowering others
2. Experience with the peer movement and knowledge of community resources for peers
3. Demonstrated understanding of the principles and values of peer support, and peer-run organization best practices
4. Experience in supervising and supporting staff
5. Demonstrated ability to coordinate varied scheduling needs and programming offerings, including training and education activities
6. Non-profit administration experience
7. Advocacy or community organizing experience
8. Facilitation skills; including training and presentation skills
9. Well-developed communication and analytical skills
10. Ability to assess situations from numerous angles and perspectives
11. Ability to work with a diverse group of people within their unique perspectives and experiences
12. Ability to work independently and as part of a diverse team
13. Well-developed computer skills; including Microsoft Office (Outlook, Word, Excel, Access, PowerPoint etc.)
14. Passionate about the values of the organization
15. Fluency in French considered an asset

Duties:

1. The primary responsibility entails providing direct supervision, through regular individual and team meetings, to our community-based frontline staff and Program Coordinators. This is done using a collaborative, strength-based, and reflective supervisory approach, while also ensuring the accuracy of administrative tasks and maintaining the quality of services delivered.
2. Working collaboratively with the Recovery Connections Program Manager (Hospital-based program manager) to ensure optimal operations of programming across the agency:
 - a. Holds regular meetings with Recovery Connections Program Manager
 - b. Coordinates programming staffing requirements
 - c. Has a thorough understanding of the Recovery Connections Program
 - d. Supports Recovery Connection Staff when Recovery Connections Program Manager is absent
3. Building and maintaining partnerships with other organizations to promote and/or provide peer support, peer supervision or peer recovery education:
 - a. Acts as the primary lead from PSO for partnership initiatives
 - b. Holds regular meetings with partnership representatives and other key stakeholders
 - c. Liaise with other service providers for specific programs and ensure organization-to-organization partnership or service agreements are up-to-date
 - d. Supports the ongoing implementation of peer support, family peer support, and other programs in the community and hospital settings
 - e. Conducts evaluations of existing programming and partnership projects
 - f. Provides peer support supervision to partner agencies, where applicable
 - g. Visits partnership sites, where applicable
4. Creating and distributing staff schedules. Overseeing and approving timesheets, time-off requests, and payroll processing with a focus on accuracy and adherence to organizational policies.
5. Ensuring administrative processes are followed (e.g., expense filing, incident reports, funding reports, etc.).
6. Orienting and onboarding new staff, including participating in the selection and interview process.
7. Participating in meetings with stakeholders and Board of Directors meetings as requested by the Executive Director.
8. Developing annual work plan and meeting regularly with the Executive Director to report on work plan progress.
9. As directed by the Executive Director:
 - a. Providing support to other agency programs/events
 - b. Participating in human resources activities such as staffing, orientation, training & professional development
 - c. Participating in community events and meetings
 - d. Other duties as required

Additional Requirements:

1. Must be able to obtain a Vulnerable Sector Check
2. Must be able to obtain appropriate medical clearances including up to date vaccinations and tuberculosis testing
(*Medical exemptions will be considered on a case-by-case basis*)