



Job Title: Seniors Program Manager
Reports to: Executive Director/Board
Employment Term: Full-time, 6-month Contract with possible extension
Work Hours: 40 hours/week
Work Location: 16 Spadina Road, Toronto

Native Canadian Centre of Toronto

The Native Canadian Centre of Toronto (NCCT) is a non-profit, charitable organization located in the heart of downtown Toronto. The NCCT offers a wide range of Indigenous programs and services based on Indigenous cultural traditions and teachings.

Mission: To empower the Indigenous community in Toronto by providing programs that support their spiritual, emotional, physical, and mental well-being.

Mandate: To nurture an inclusive environment where all people respect Indigenous knowledge.

Vision: The Native Canadian Centre of Toronto is dedicated to working with all of our relations toward a better future.

Values: Wisdom, Love, Respect, Bravery, Honesty, Humility, and Truth.

The Position

The Seniors Program Manager is responsible for all programming and activities, including the Personal Support Program and staff across the Seniors Department. This position is responsible for overseeing the Seniors Department including programming related to culture, group education, social, and physical activities; intensive case management with complex care clients, psycho-social assessments, intervention, and support to clients/caregivers; seniors lunch program; client appointment coordination and transportation; as well as leading outreach and education support. The Manager is responsible for overseeing a team of personal support workers who work with individuals with complex social needs and are vulnerable as a result of disability, exclusion, or diminished capacity and requires building on existing relationships with strategic partners and funders.

Duties and Responsibilities

- Creates and leads ongoing and regular programming related to culture, group education, social, and physical activities;
- Oversees case load management;
- Assesses and safeguards service and client information;
- Conducts thorough client assessments;
- Informs clients of their service options;
- Develops and updates care plans that best meet the needs of clients;
- Provides advocacy and support to clients and program staff members;



- Schedules and supervises all Seniors Department staff;
- Works with the Kitchen, overseeing the functioning of the senior's lunch program;
- Liaises with community programs and health care providers to ensure the coordination of services and appropriate 'continuum of care' for clients receiving assistance;
- Coordinates client appointments and transportation requirements;
- Makes referrals to Community Care Access Centres for specific health care services and also to other community agencies as appropriate;
- Communicates client care plans to front line staff while providing support regarding client care issues;
- Maintains confidential and up to date case records for each client within the program;
- Ensures that service statistics are collected and reported accordingly and regularly;
- Monitors and evaluates program effectiveness ensuring that the program is implemented in an accountable manner financially and administratively;
- Ensures client files are created and maintained as per the OCSW standards and NCCT policies and procedures;
- Participates in annual program evaluations;
- Other related duties as may be assigned.

Qualifications:

- Degree or diploma in social work, human services, or related.
- Minimum of 5 years of progressive experience in a similar role.
- Experience in creating seniors programming, with specific focus on Indigenous cultural programming.
- Knowledge of the Personal Health Information Protection Act (PHIPA).
- Knowledge of the Infection Prevention and Control Measures for Health Care Workers.
- Good understanding and knowledge of senior's mental health, bereavement, and caregiver support issues.
- Strong assessment, relationship building, and counselling skills.
- Driver's license or ability to meet the mobility requirements of the role through another means is an asset.
- Exceptional verbal and written communication skills
- Demonstrated leadership skills including the ability to contribute to the creation of positive team and workplace dynamics.
- Demonstrated empathy, approachability, and an understanding of others.
- Successful community experience working with both Indigenous and diverse populations.
- Experience working within an Indigenous organization or with an Indigenous community an asset.
- Demonstrated ability to earn and maintain trust and show discretion at all times.
- Knowledge and ability to work with standard operating programs (i.e, word, excel).
- Ability to write and communicate clearly and effectively.
- Well organized and able to streamline, prioritize, and manage multiple tasks effectively.



Knowledge/Skills/Abilities:

- Working in a manner that preserves confidentiality and seeks to minimize risk;
- Experience working within an Indigenous organization or with the Aboriginal community an asset;
- Knowledge of Indigenous Languages and/or Culture represented in NCCT community;
- Ensures the NCCT response is consistent with current local, provincial, and federal health guidelines and orders;
- Commitment to learn and use an Indigenous Language reflective of NCCT community;
- Ensure practices and procedures exist to maintain the confidential storage and security of all staff files and other related information;
- Must be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations;
- Contributing to the centre's activities to collect, analyze, and report on data and relevant information, and participate in research;

The successful candidate is expected to contribute positively to the implementation of the NCCT's vision and mission, operate in a collaborative team setting and maintain high and professional productivity levels and quality of service.

This is a full-time, 6-month contract position with the possibility of extension. Salary is commensurate with qualifications and experience. Although preference will be given to Indigenous applicants (First Nations, Metis and Inuit), all qualified candidates are encouraged to apply.

We thank all applicants for their interest however only those candidates selected for interviews will be contacted.

If this position interests you, and you meet all of the above requirements, please submit your resume and a cover letter to tia.mistry@ncct.on.ca by May 21, 2024.

The Native Canadian Centre of Toronto is an equal opportunity employer. We are committed to providing an inclusive and barrier-free selection process and work environment. If contacted in relation to an employment opportunity, please advise our HR Manager (tia.mistry@ncct.on.ca) of the accommodation measures required. Information received relating to accommodation will be addressed confidentially.