



## **JOB POSTING**

### **MANAGER OF COMMUNITY PROGRAMS**

<b>Position title:</b>	Manager of Community Programs
<b>Reports to:</b>	Executive Director
<b>Department:</b>	Community Programs
<b>Location:</b>	Hospice Peterborough (325 London Street, Peterborough, ON) with occasional work at Hospice Norwood (4219 Hwy 7, Norwood, ON K0L 2V0)
<b>Start Date:</b>	As soon as possible
<b>Starting salary:</b>	\$99,577/yr
<b>Salary range:</b>	\$99,577/yr to \$115,437/yr
<b>Type of employment:</b>	Permanent full time
<b>Work hours:</b>	Monday to Friday 8:00am – 4:00pm, occasional evenings and weekends
<b>EHB:</b>	Extended Health benefits available
<b>Pension:</b>	HOOPP pension plan
<b>Posting date:</b>	April 16, 2025
<b>Closing date:</b>	May 6, 2024, by 4 pm
<b>Interview dates</b>	May 14 or May 21, 2025 9am -2pm

Hospice Peterborough is a non-profit, charitable organization dedicated to enhance the comfort, dignity and quality of life of individuals and families living with or affected by life-threatening illness or grief. Hospice Peterborough is seeking a manager for its extensive community programs. The Manager of Community Programs is an essential member of Hospice Peterborough's leadership team and has a key role in Hospice Peterborough's collaborative working environment.

Reporting directly to the Executive Director, the Manager of Community Programs is responsible for providing leadership to all community program staff and programs at Hospice Peterborough, including bereavement programs, volunteer services, the Palliative Community Care Team (PCCT) and community programs provided at Hospice Norwood. This includes, but is not limited to program planning, management, evaluation and reporting, quality improvement and staff management. Collaboration with current Hospice Peterborough staff and community partners will be an important part of the work.

The Manager will also work collaboratively with community service providers involved in hospice palliative care to ensure smooth transitions in care and contributions to interdisciplinary practice and will follow Hospice Peterborough's mission, vision, philosophy of care/guiding principles, policies and procedures.

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#### **Primary Duties and Responsibilities:**

- **Clients**
  - Ensure programming and services are responsive to client needs
  - Manage any complaints that cannot be resolved by frontline staff
  - Be available for clinical consultation appropriate to the designated health profession
  - Support the care team in ensuring all clients receive appropriate service in a timely manner
- **Volunteers**
  - Support volunteer program with program planning including but not limited to the development of new volunteer roles, volunteer education, evaluation and risk management
  - Support development of resources for volunteers and to promote the volunteer program and share information with current volunteers
- **Program Development, Management and Delivery:**
  - Assumes responsibility and accountability for the effective and efficient management of all community programs, including but not limited to PCCT, Grief and Bereavement, the Palliative Pain and Symptom Management Program, Volunteer Services, and community programs at Hospice Norwood.
  - Working with the staff team and Quality of Care Board Committee ensures a quality improvement approach that includes data collection and analysis for reporting and program development.
  - Ensures adequate statistical data collection for community programs and evaluation
  - Is responsible for timely program reports
  - Writes funding applications related to community programs
  - Works with the care team and appropriate partners to adapt and develop client programming that meets the changing needs of the clients that Hospice supports
  - Developing tools and policies to support care and programming
  - Collaborate with communication team to develop content for resource and education materials
  - Supports the community program team and assists with problem solving in difficult and/or ethically sensitive cases.
  - Participates and leads internal and external committees as needed (e.g. Quality Committee of the Board of Governors)
- **Facilitates Internal and External Relationships**
  - Facilitate education for staff, volunteers and members of the community in conjunction with other Hospice staff. This may include coordinating speakers and may also include the development of relevant educational presentations
  - Participates in interdisciplinary care teams and committees as appropriate to foster collaborative practice to benefit current and future clients and hospice palliative care.
- **Leadership Support and Supervision of Staff**
  - Responsible for recruiting, hiring, orienting, supervising, succession planning and regular performance evaluations (including progressive, corrective and disciplinary action if necessary following Hospice Peterborough policies) of community and volunteer programs staff and contracted program facilitators,
  - Provides opportunities and encouragement for staff development.

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- Promotes conditions, attitudes and activities that enhance the quality of work life
  - Approves staff schedules and timesheets in the organization's payroll system and oversees time management for community program team members.
  - Reviews job descriptions and applicable HR policies and procedures and recommends changes to the Executive Director if needed.
  - Manages situational conflict, as necessary.
  - Promotes conditions, attitudes and activities that enhance the quality of work life for their team.
  - Ensures appropriate staff education and situational debriefing and determine the need for them to support staff and volunteers providing care.
- Administrator on-call responsibilities
    - To fulfill administrator on call responsibilities as needed in rotation with other staff members and managers.

#### **Organizational Responsibilities:**

- Participate and contribute to encouragement and support activities which promote effective team functioning throughout the organization.
- Represent Hospice Peterborough in selected community activities, education opportunities and committees.
- Participate in assigned Hospice activities and committees.
- Complete administrative reports on a timely basis.
- Participate with the executive director in an annual performance appraisal.
- Fulfill all responsibilities in accordance with the by-laws, policies and procedures and standards of Hospice Peterborough.
- Willingness to accept other duties as required.

#### **Key Competencies:**

- **Accountability:** Takes ownership of personal workload, as well as the workload of employees under his/her direction.
- **Adaptability:** Adapts and responds to changing conditions, priorities, technologies and requirements.
- **Attention to detail:** Attends to details and pursues quality in the accomplishment of tasks, regardless of the volume of duties encountered.
- **Building Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Collaborative** - Create and foster a work environment where ideas are shared to work together to achieve organizational goals.
- **Commitment:** Commitment to Hospice Peterborough's mission, vision, goals, Philosophy of Care and Guiding Principles.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.

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- **Compassion:** Demonstrated compassion, diplomacy, discretion, sensitivity, and respect for others.
- **Cooperative** – Work well with others and have the ability to mitigate conflict.
- **Foster teamwork:** **Creates** and fosters a work environment where ideas are shared, and departments work together to achieve organizational goals and objectives.
- **Judgement** - Ability to use sound reasoning when faced with various issues. Has the ability to make quick, effective decisions.
- **Knowledge** - Working knowledge of Central East LHIN and MOHLTC priorities, current healthcare trends, legislation, and programs, especially as applied to palliative care to be able to integrate this into program planning and policy and procedure writing. Knowledge of community resources related to hospice palliative care and supportive/spiritual care and the ability to develop and maintain effective partnerships with other service providers
- **Leadership:** Proven ability to work collaboratively as a member of an interdisciplinary health care team, and provide leadership, support, coaching, encouragement and direction where required
- **Ownership:** Takes pride in the work that is accomplished and understands the functions of tasks within the bigger picture of the organization. Ensure deadlines are met and the work is completed properly.
- **Philosophy of Care** – Philosophy of caring consistent with the client-centered, holistic model of Hospice Peterborough.
- **Professionalism:** Demonstrates professional standards of conduct when governing interactions between individuals in a business environment.
- **Research and Learning** - Commitment to continuous learning and ability to search out relevant evidence-based standards/guidelines and integrate them into practice.
- **Teamwork:** Works cooperatively and effectively with others to reach a common goal. Participate actively in group activities fostering a team environment.
- **Time Management:** Proven ability to manage time, organize priorities, and balance an ever-changing workload.

#### Qualifications:

- 7-10 years managerial experience.
- Bachelor's degree in a related field.
- Registration in a college for a regulated health profession is an asset.
- Knowledge and applied experience with program design, evaluation, quality improvement, budgeting, and financial analysis.
- Understanding of Hospice Palliative Care and Hospice Peterborough's philosophy of care
- Experience providing Hospice Palliative Care is an asset.
- Experience with death, dying and grief.
- Experience developing programs, policies and procedures and integrating evidence-based practices into them.
- Experience leading health care teams is an asset.



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- Extensive experience managing staff resources: hiring, orienting, supervising, and evaluating.
- Strong computer skills (Word, Excel, Databases, Outlook and effective internet researching)
- Knowledge of community health and social service resources is an asset.
- Advanced administrative, coordination and organizational skills.
- Excellent communication and interpersonal skills.
- Valid driver's license, a reliable vehicle for work related purposes, and current vehicle insurance.
- Availability to work some evenings and weekends will be required from time to time.
- Current and original copy of a satisfactory Criminal Records Check, Vulnerable Sector Search and Child Abuse Registry Check is required upon the start of your employment.

### **Work Conditions and Physical Capabilities:**

- Fast-paced, highly detailed environment.
- Ability to carry using appropriate lifting techniques.
- Ability to: grip, walk, sit, stand, climb stairs; use fine hand movements.

Please note employees may have to perform other related duties as assigned to meet the ongoing needs of the organization.

**Applications (cover letter and resume) must be e-mailed, mailed or hand-delivered, and received by May 6, 2025, at 4pm. (Applications will ONLY be accepted if they are complete and received as directed.)**

Please address your application to:

Rochelle Bowers

Hospice Peterborough,

325 London Street

Peterborough, ON K9H 2Z5

[employment@hospicepeterborough.org](mailto:employment@hospicepeterborough.org)

Questions can be directed to Hajni Hos or 705-742-4042 x 222. Thank you for your interest. Please note that only those selected for an interview will be contacted.

*All employees at Hospice Peterborough are eligible to join the HOOPP pension plan.*

*Hospice Peterborough is an organization that strives to embrace the spirit of inclusion, diversity, equity and accessibility. We are an equal opportunity employer committed to building an inclusive and barrier-free environment in which all individuals have access in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).*

*Accommodation will be provided in all parts of the hiring process as required under relevant policies of Hospice Peterborough. Applicants will need to make their needs known in advance.*