

JOB DESCRIPTION

Position: Program Manager

Reporting to: Executive Director

JOB SUMMARY

The Program Manager is a unique opportunity to contribute to the growth and success of the organization by overseeing administration, implementation, monitoring, and evaluation of programs. You will be an integral part of the team working closely with the Clinic Manager to ensure that PCHC achieves its goals. You will be responsible for managing a dedicated team of Allied Health Professionals to ensure the successful implementation and growth of our services. You will be responsible for creating an atmosphere that fosters productivity and creativity while maintaining a positive and professional work environment. The role will be challenging, but also rewarding, as you see the incredible impact of a CHC within a community.

KEY RESPONSIBILITIES

- Continuously assess and enhance program effectiveness based on community needs, client feedback, and best practices.
- Organize and monitor program schedules, deadlines, and progress to ensure seamless operation.
- Support the design and execution of new programs and the enhancement of existing services in alignment with community needs and funder requirements.
- Participate in community meetings, building partnerships, and collaborating with stakeholders on projects and initiatives.
- Compile and analyze program data, generate reports on monthly, quarterly, and annual statistics, and implement effective evaluation strategies to inform decision-making.'
- Contribute to program funding efforts, including preparing project reports and supporting grant applications to secure necessary resources.
- Identify challenges and implement effective solutions to optimize program efficiency and impact.
- Work closely with project coordinators and other team members to ensure smooth administration and execution of programs.
- Ensures systems are in place for effective planning and evaluation of projects and programs.
- Promote health equity, integrate anti-oppressive approach and trauma informed approaches in program design and delivery.
- Demonstrated team leadership and the ability to supervise and support staff to ensure client-centered, effective and efficient work processes.

- Familiar with program monitoring and evaluation with proven ability to ensure that service targets are met.

Participates in Community Relations

- Collaborates with community programs to ensure integrated, responsive services that prevent duplication and promote health equity.
- Identifies community health needs in consultation with clients, community representatives, and internal and external service providers.
- Ensure programs are responsive to community needs and grounded in health equity.

Organization Management

- Serves as a liaison with clients accessing CHC services.
- Supports the achievement of the organization's strategic goals.
- Maintains clear and effective communication within and between teams and programs and actively participates in internal committees.
- Collaborates with Clinic Manager to ensure integrated, team-based care between allied health and primary care services.
- Performs other duties as assigned.

JOB REQUIREMENTS

- All employees of Peterborough CHC are required to submit a Criminal Record Check with Vulnerable Screening upon hire and every 5 years thereafter.
- Comply with the Occupational Health and Safety Act (OHSA), its regulations and all CHC occupational health and safety policies and procedures.
- Standard First Aid and CPR (or willingness to obtain upon hire)
- Due to the requirements of this position, a valid Ontario driver's license, use of own vehicle and proof of valid insurance is required.
- Availability to participate in meetings, community engagement events, and other health promotion activities after regular work hours on occasion.

QUALIFICATIONS

Education and Work Experience

- Minimum of 3 + years of experience in a managerial role.
- Bachelor's degree Public Health, Social Work Community Development or a combination of relevant post-secondary education combined with hands-on experience in program management.
- Previous experience in managerial and program development positions in a primary health care environment would be seen as an asset.
- Certificate in Leadership development would be an asset.

- Experience working with a diverse, multicultural population and specifically of the Indigenous community is an asset.
- Experience in program development and implementation.
- Health promotion knowledge and/or experience.

Skills and Abilities

- Ability to work effectively as a member of a management team in a multi-disciplinary team environment.
- Demonstrated commitment to, and knowledge of, community-based social and health organizations.
- Knowledge and proficiency in program development, delivery, and evaluation.
- Strong written and verbal communication skills with the ability to convey information clearly across various platforms.
- Excellent organizational and time management skills with flexibility to adapt to changing organizational needs.
- Skilled in handling challenging interpersonal situations with sound judgment, empathy, and compassion.
- Effective critical thinking and problem-solving skills, with a focus on health equity.
- Ability to work independently and collaboratively within a multidisciplinary team.
- Discreet in handling sensitive information and maintaining confidentiality.

WORKING CONDITIONS

Company Culture:

Supportive and collaborative environment fostering communication, education, innovation, and personal expression. Encourages curiosity, critical thinking, problem-solving, and continuous learning.

Physical Demands:

Primarily sedentary work with extended periods of sitting, computer use, and occasional walking. Occasional lifting of items up to 5 pounds.

Work Environment:

Predominantly office-based with some travel and outdoor exposure during events. Potential exposure to health and safety hazards, including infectious diseases, occasional verbal or physical aggression, harsh weather, working alone, and slips or falls. Employees must be trained to identify and manage risks. Minimal exposure to hazardous materials (e.g., cleaning supplies).

Mental Effort:

Requires quick decision-making in challenging situations that may be stressful or emotionally demanding. The clinic environment is fast paced, often noisy, and prone to interruptions. Strong organizational and stress management skills are essential.

This job description is intended to convey information essential to understanding the scope of position and it is not intended to be an exhaustive list of experience, skills, efforts, duties, responsibilities or working conditions associated with the position.

CERTIFICATION

I hereby acknowledge and agree to comply with the above description necessary to fill the position.

I certify that I have read and understand the responsibilities assigned to this position.

I certify that this job description is an accurate description of the current responsibilities assigned to this position.

Employee Name

Supervisor/Manager Name

Employee Signature

Supervisor/Manager Signature

Date

Date