



This position is posted internally and externally

CAREER OPPORTUNITY

Position: PROGRAM MANAGER, CLINICAL

Department: HOME SERVICES

Hours: 35 hours per week Monday to Friday

Position Overview:

This position is responsible and accountable for overseeing the provision of quality client care in the home setting, and maximizing client outcomes. It facilitates the work performance of Supervisors by providing direction and supervision. The position is responsible for the development, implementation and maintenance of standards for the delivery of client care. The position may be required to perform supervisory duties in the field.

Key Responsibilities:

Responsibilities may include but are not limited to:

- Directly supervises a team of Supervisors.
- Participates in recruitment and orientation. Ensures Supervisors, Clinical (Supervisors) are fully trained to complete required tasks.
- Ensures that Supervisors work within established parameters.
- Monitors productivity and provides feedback to Supervisors, Clinical including assessing performance as per required schedules, conducting regular feedback sessions, identifying and resolving issues.
- Ensures LFS policies and procedures are being met and holds Supervisors accountable.
- Provides direct reports with direction, information and feedback through regular team meetings, and ensures meeting minutes are produced and sent to entire team.
- Maintain communications with all Supervisors providing services to ensure their efforts are coordinated effectively and provide required client service.
- Completes, or ensure the completion of, required documents.
- Responsible for processes such as WCB administration, and/or provides back-up in these areas.
- Works collaboratively with Program Managers and other personnel in the department.
- Maintains a healthy, collaborative team environment.

Qualifications:

- Post-secondary education required with a preference for nursing.
- 3 – 5 years of experience in a patient care capacity.
- Minimum 3 years' experience in team leadership.
- Must have demonstrated experience resolving complex client issues.
- Proficient in Microsoft Office and email required.
- Knowledge of scheduling an asset.
- Excellent command of the English language, both written and verbal is required; superior active listening and interpretative skills.
- Requires a high degree of customer service, problem solving, interpersonal skills and critical thinking.

Other Qualifications

- Ability to learn and use technology which may include mobile devices. Has manual dexterity required to operate computer keyboards and other assigned equipment.
- Able to work effectively under time constraints in a fast paced environment.
- Advanced organizational skills and attention to detail.
- Able to work independently and self-motivated.
- Strong communication and customer service skills.
- Ability to manage a large and ever-changing workload with a sense of urgency and efficiency
- Able to analyze situations, determine best options and follow through.
- Requires sitting, working at desk/personal computer for extended periods of time.
- Must be able to work in an high demand area which includes constant interruptions during the work day, short deadlines, constantly changing timelines and work assignments which require continual adjustments to the daily organization and prioritization of workload and assigned tasks
- The successful candidate will be required to provide a Police Information Check.

Application deadline: December 10, 2018

Please submit, in confidence, a resume and cover letter referencing job posting HS49:

Email: humanresources@lfsfamily.ca

Mailing Address: Human Resources, Lethbridge Family Services
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Fax: (403) 327-5725

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