



**CANADIAN MENTAL  
HEALTH ASSOCIATION**

**ASSOCIATION CANADIENNE  
POUR LA SANTÉ MENTALE**

**YORK REGION BRANCH**

Serving York Region and South Simcoe

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***Our Mission: To be a recognized leader in promoting and supporting mental health in our Community.***

***Our Values:***

***We Believe in: Equity of Access; Prevention, Early Identification and Intervention; Community Awareness through Information and Knowledge; Collaboration, Service Integration and Strategic Partnerships; Respecting Diversity; Empowerment and Inclusion; Excellence and Innovation***

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## **PROGRAM MANAGER Assertive Community Treatment (ACT) Program Competition # 201009**

### **Job Profile:**

As a member of the management team, the Program Manager offers input and recommendations to improve the quality and operations of all programs, in accordance with the organization's Vision, Mission and Values, in a collaborative and effective manner.

The purpose of the ACT Program is to use a team treatment approach designed to provide comprehensive, community-based psychiatric treatment, rehabilitation, and support to persons with serious and persistent mental illness. Team members use bio-psychosocial, Recovery, and empowerment approaches, including natural supports wherever possible to enable clients to maintain and develop optimum functioning and social roles.

The Program Manager provides innovative leadership to the ACT team and ensures that policies, procedures and practices are in place that promote achievement of program objectives in alignment with the organization's Vision, Mission and Values and with funders' and organizational standards and policies.

The Program Manager is also responsible for ensuring that all program staff act in accordance with provincial legislation, especially the Mental Health Act, the Health Care Consent Act, PHIPA requirements, the Substitute Decisions Act and other relevant provincial statutes and common law, and provide services to clients within an empowerment/Recovery framework.

In addition to compliance with all organizational policies and procedures, the Program Manager is also expected to behave ethically, demonstrate competence in effective communication and team building, demonstrate effectiveness in working in a collaborative environment, and demonstrate confidence in decision-making and in building relationships.

### **Major Duties/Responsibilities:**

- Synthesizes CMHA York Region's policies, procedures and professional activities with empowerment/Recovery principles, innovative evidence-based practices, mental health reform directions and all provincial legislation
- Oversees the day to day management of the program and staff; provides ongoing supervision and support to a multi-disciplinary team using empowerment, wellness and skill building supervision approaches
- Is familiar with cultural and diversity issues affecting individual and family functioning and dynamics and employs this knowledge in staff supervision
- Encourages discipline specific Communities of Practice including nurse, OT, social work and employment specialist networks
- Works collaboratively with internal and external partners to facilitate and manage the growth and success of the program by building cultural competence, fostering innovation and advancing a "clients as partners" approach to enhance integrated service delivery
- Reviews file audit findings, areas for improvement and recommendations with audit team; establishes means to improve service standards and ensures monitoring of service quality is in place
- Leads overall program development initiatives which will respond to changing needs, reduce waiting times, and lead to improved outcomes for clients based on current best practices, evidence, and information from key partners
- Helps to prepare funding proposals, in collaboration with the management team, members of the Board and private consultants, that are tied to achievement of the organization's Vision and Mission, and that promote its values and empowerment/Recovery principles
- Expertise and input is sought from external services and resources, consumer/survivors, family members, CMHA-YR staff, and others, to facilitate the evaluation and development of services

- Convenes/facilitates/attends community meetings or committees as needed including significant community engagement in promoting mental health and wellness through ethno-cultural specific community networks and events
- Collaborates with other service providers, consumers and family groups to improve equity, accessibility and availability of services
- Capitalizes on integration opportunities as appropriate in consultation with the direct supervisor
- Gathers information from staff concerning systemic issues affecting clients and provides consultation and support to staff in their advocacy roles
- Participates in system wide strategies to address issues of common concern to clients with serious mental illness and their service providers in consultation with the direct supervisor
- Attends management meetings and identifies organizational issues and opportunities in collaboration with other managers
- Anticipates, understands, and responds to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters
- Performs other duties and responsibilities as assigned by the direct supervisor

### **Qualifications & Skills:**

- Degree/Masters in health, human services or a related discipline
- Current registration with OCSWSSW or a regulatory body under the Regulated Health Professions Act
- Ten years or more experience in health and human services, with a minimum of five years in a management capacity; Assertive Community Treatment Team management is an asset
- Extensive knowledge of resources, supports, and services in York Region, including formal and informal stakeholders
- Excellent public presentation skills
- Thorough knowledge of the health care agenda in Ontario and of the issues, concepts, and practices in mental health, especially empowerment, wellness, and Recovery principles
- Strong knowledge of clinical issues affecting clients with mental health issues and effective empowerment and recovery oriented interventions
- Effective written and verbal communication skills, including excellent listening ability, emotional regulation, and the ability to problem solve and make appropriate decisions in a crisis
- Excellent problem solving, facilitation, conflict resolution, team building, team work, and decision making abilities
- Strategic thinker, able to see the bigger picture and act to produce measurable results
- A trusted and ethical leader with a genuine respect for a range of viewpoints, who possesses the ability to motivate others, and articulate a clear direction
- Ability to treat sensitive information in a confidential manner
- Competence in relevant computer applications particularly Microsoft Office Suite
- A second language reflecting the local community is preferred

### **Requirements:**

- A valid Canadian driver's license, a minimum \$1,000,000 third party liability insurance
- A satisfactory Vulnerable Sector Screening (Police Check)

### **Working Conditions:**

- Office work, community settings
- Flexible schedule, including some evening and weekend and on-call rotation

### **Disclaimer**

In keeping with mental health reform, best practices, funding and direction this position may later require knowledge, skills, abilities and working conditions not noted here.

### **Application Procedures**

Submit cover letter and resume to the Human Resources Department quoting Competition # **201009**.

Email: [careers@cmha-yr.on.ca](mailto:careers@cmha-yr.on.ca)

Mail: CMHA York Region  
1091 Gorham Street, Unit 300  
Newmarket ON L3Y 8X7

Fax: (905) 853-1051

CMHA, York Region Branch supports the recovery of people with mental illness and promotes diversity in the workplace. We encourage consumers, women, aboriginal people, people with disabilities and members of the LGBT, visible minority and immigrant communities to apply.

While we thank all candidates for their interest, only those selected for an interview will be contacted. No telephone calls or other enquiries please.