



Job Posting

Program Manager – Family Services

Date Posted: March 14, 2025

Closing date: April 4, 2025

Internal / External Posting

1 Permanent Full-Time Vacancy

Salary Range (\$48.35 – 54.48 per hour)

Hours of Work – 37.5 hours a week

The John McGivney Children's Centre provides family-centered paediatric therapy services in the Windsor-Essex County community, enriching the lives of children and youth with special needs by helping them reach their full potential. As a HOOPP employer, JMCC values collaboration, honesty, innovation, leadership, diversity, equity and inclusion. Reporting to the Director of Client Services, this role will support and collaborate with the Management Team in the identification and implementation of strategic priorities of JMCC as they relate to the Family Services program. This role will require the manager to provide leadership and supervision to staff involved in providing service navigation/coordination, brief supportive counselling, transition planning and support, family and youth engagement, client/family education and training, as well as community outreach and advocacy. The manager will work closely with families, clients, and community partners to ensure services are delivered in an inclusive, compassionate, efficient, and effective manner.

The Program Manager- Family Services main responsibilities will be:

- Leadership in the development and implementation of JMCC initiatives
- Overseeing and managing the following programs and services: Service Navigation and Coordination; Brief Supportive Counselling and Transition Planning; Family and Youth Engagement; Client/Family Education and Training, Community Outreach and Advocacy
- Manage/supervise resource allocation and activities within the department including: caseloads; human resources functions (coaching of staff; performance appraisals, etc.); professional education and knowledge transfer; budgets
- Ensure continuing quality management through the identification, development and implementation of: policies and procedures; and initiatives to evaluate and improve the effectiveness and efficiency of programs and service delivery
- Develop and support relationships with colleagues and community partners
- Represent JMCC at community engagements and through external committees

Qualifications:

The qualified candidate will be licensed as mandated by their respective legislative and college guidelines; they will be a regulated Health professional. They will have a minimum of 7 years of well-rounded related experience, preferably in paediatrics; and a minimum of 5 years managerial experience is preferred. Relevant experience in a leadership role with demonstrated competencies in communication, conflict resolution, decision making and organization is essential. They will have experience in family-centered care and working with diverse populations including vulnerable and marginalized communities. Principal based decision making/ethics and experience with EDI programs are an asset. They will be able to provide a portfolio of diverse continuing education related to areas of responsibility. They must be available to work flexible hours and be available for on call duties. French Language proficiency is an asset.

Please submit your resume and cover letter no later than 4:00 p.m. on April 4, 2025 to:

John McGivney Children's Centre Human Resources Department

hr@jmccentre.ca

*JMCC is committed to equity and diversity in the delivery of services and our work environment. Members from equity-seeking groups including Women, Indigenous Persons, Members of Racialized Groups, Persons with Disabilities and Persons of Diverse Gender Identities, Gender Expressions and Sexual Orientations, and groups protected by the Ontario Human Rights Code are encouraged to apply and to self-identify in their resume and/or cover letter. JMCC is committed to a recruitment process and work environment that is inclusive and barrier free. Should interested candidates require accommodations at any time during the recruitment process, please advise us of the nature of the accommodation(s) as soon as possible. **-Helping Abilities Grow-***

Let our staff tell you why they love working at JMCC! [Watch our short 5 minute video!](#)