

## **Job Posting**

### **Manager, Community Participation**

#### **ORGANIZATION PROFILE**

Community Living Hamilton (CLH) is a busy and vibrant organization that supports 1,600 adults and children with diverse abilities thrive in the community. We are the region's largest service provider for individuals with developmental disabilities such as Down Syndrome and Autism. We are dedicated to helping them achieve their full potential, be included in our community, and, ultimately, build great lives.

This is an exciting time to join Community Living Hamilton. We have redefined our Mission, Vision, and new Values and are in the process of establishing a new strategic plan for the next three to five years. We offer widely recognized expertise and serve people with special needs every year – from children to aging seniors. We offer community participation programs, residential services, respite services, employment supports, and services designed for children.

#### **ROLE**

The Manager, Community Participation is responsible for the overall management of our Community Participation Programs activities offered by our agency across the greater Hamilton area. They will:

- Provide leadership and management to a team of Direct Support Facilitators; respond to inquiries, requests/concerns, address and resolve issues when supporting staff.
- Develop, maintain and promote a high level of quality service delivery.
- Ensure programs meet all internal and external reporting requirements.
- Manage day-to-day administration of the programs.
- Provide enhanced program development, planning and evaluation.
- Promote community and stakeholder engagement.
- Have working knowledge of the Employment Standards Act, applicable labour laws, and Collective Agreements.

#### **QUALIFICATIONS**

We're looking for an enthusiastic and engaging team player with the following:

- Degree or diploma in Developmental Services, Social Services, or Management, or equivalent education and experience.
- Minimum 5 years experience in a management, supervisory or team leadership role.
- Demonstrated experience developing and implementing dynamic and engaging programs for and with people with special needs.
- Highly skilled in client/family/employer liaison and stakeholder engagement.
- Excellent interpersonal and communication skills (both verbal and written).
- A commitment to inclusion and empowerment for people with special needs.
- A valid driver's license and access to reliable transportation.
- Proof of Full COVID-19 Vaccination.
- Fluency in a language other than English is an asset.

## **THE RIGHT PERSON FOR THIS ROLE WILL BE**

- A strategic thinker who is also capable of end-to-end tactical execution.
- Able to communicate a vision clearly, inspire others to achieve results.
- Innovative and a life-long learner.
- Analytical and capable of integrating and interpreting a variety of data in order to leverage best-practices and achieve business goals.
- A collaborative role model for frontline staff.
- Expert facilitation and conflict management skills.
- A multi-tasker with the ability to be creative and problem solve – able to execute under deadline pressure.
- Committed to personal accountability.
- A passionate advocate for people with special needs and their families. This position will require some local travel.

## **TO APPLY:**

If this describes you and you are interested in learning more about this role, we invite you to submit a resume and cover letter by **April 30, 2024**.

Human Resources Department  
Community Living Hamilton  
[humanresources@clham.com](mailto:humanresources@clham.com)

***Community Living Hamilton welcomes applications from candidates with disabilities.***

***Accommodations are available on request for candidates taking part in all aspects of the selection process.***