



Employment Opportunity

Manager, Senior Programs

Adult Day Program (ADP) and Active Living Centre (ALC)

Full Time, Permanent (35 hours per week)

Flexible work hours will include some evenings and weekends

North York Seniors Centre promotes healthy aging by providing programs and services within our diverse community.

This position reports to the Director, Program and Development.

Responsibilities:

- Supervise a staff team that oversees the operations of the Active Living Centre and A Day Away Adult Day Programs
- Supervise Custodian and manage Hendon facility
- Work with teams to plan, monitor, ensure quality service is achieved and supported through daily programming based on client needs
- Develop and enforce program policies
- Initiate, carry out and report on planning and evaluation processes
- Monitor department budget and payment of invoices
- Monitor, evaluate and report on all departmental plans (strategic, risk, evaluation, accessibility, quality improvement, outcome evaluation, complaints)
- Review and evaluate annual survey and statistics for program improvement
- Promote a safe and healthy work environment
- Participate in continuous quality improvement processes including research and development of best practices
- Promote and maintain a high standard of customer service that is client focused

Qualifications/ Skills:

Education: Post Secondary degree or diploma in Activation/Gerontology

Experience: 3 years experience working with older adults

2 years experience in a management role

Other: Proven supervisory and leadership skills

Excellent interpersonal and customer service skills

Strong Computer skills in Windows Environment,

Knowledge of Goldcare & MySeniorCentre, an asset

Ability to communicate effectively in English (verbal and written); other languages, an asset

Current first Aid and CPR certification

Valid driver's licence and access to a vehicle, an asset

Please submit your resume by **Thursday, November 16, 2023** to:

Mail: North York Seniors Centre,
Attn: Human Resource Department
21 Hendon Ave., North York, ON, M2M 4G8

Fax: (416) 733-1858

E-mail: hiring@nyseniors.org

No Phone Calls, please.

North York Senior Centre is an equal opportunity employer. Thank you to all who express interest in this position.

Only those candidates selected for an interview will be contacted.

Posting Date: November 2023